



# Information Guide for the EEI Customer Service Representative Test

Test Number: 5306

Human Resources  
Performance Assessment Services  
Southern California Edison  
An Edison International Company

REV021717

## **Introduction**

The **5303 EEI Customer Service Representative Test** is composed of 3 modules, designed and validated to aid in the selection of candidates for customer service specialist positions. The test involves using a computer, following directions, and performing work similar to that done by customer service positions.

### **Test Session**

It is important that you follow the directions of the Test Administrator exactly. If you have any questions about the testing session, be sure to ask the Test Administrator before the testing begins. During testing, you may **NOT** leave the room, talk, smoke, eat, or drink. Since some tests take several hours, you should consider these factors before the test begins.

**All cellular/mobile phones, pagers or other electronic equipment will NOT be allowed in the testing area.**

**The test will take approximately 2.5 hours. No study aids are allowed on the test.**

### **Information Guide Feedback**

At the end of this Guide you have been provided with an Information Guide Feedback page. If a procedure or policy has changed, making any part of this Guide incorrect, your feedback would be appreciated so that corrections can be made.

## CSR STUDY MATERIALS STEP-BY-STEP INSTRUCTIONS

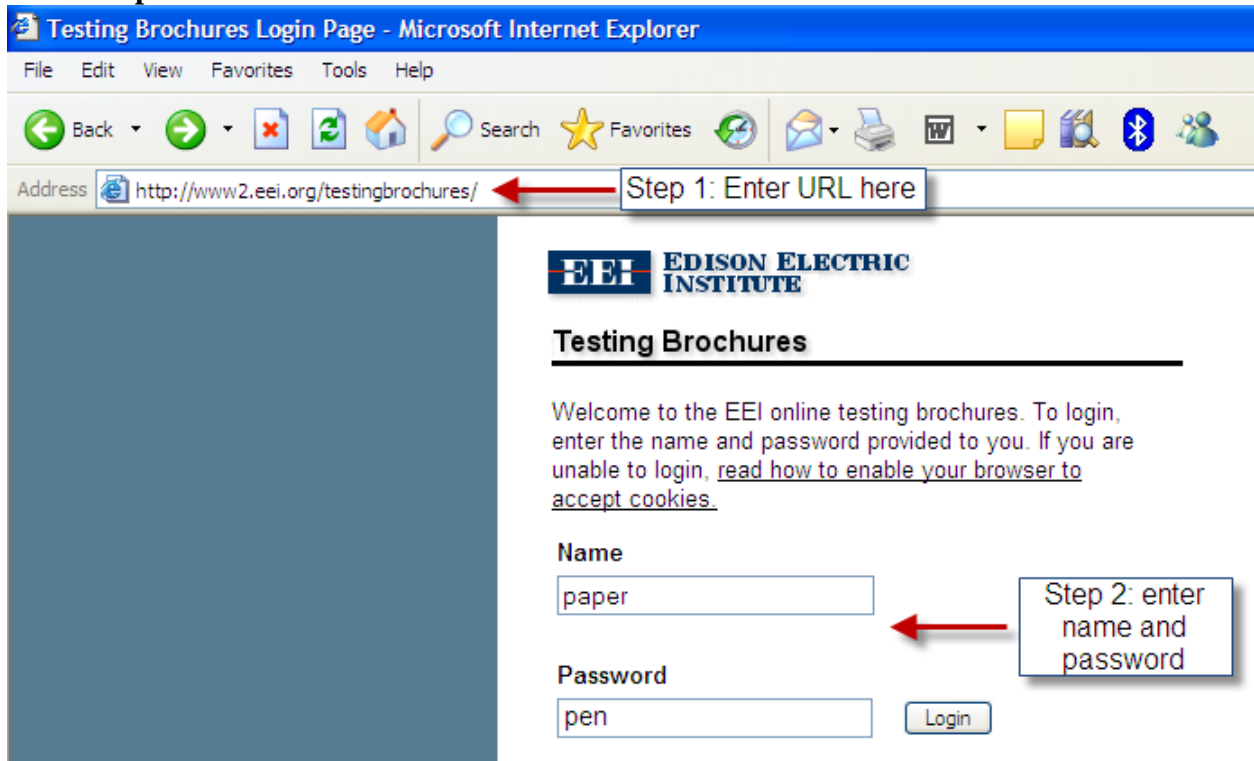
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To help you prepare for this test, Edison Electric Institute, the test developer, has prepared an informational brochure. We recommend that you read through the brochure. The materials are online, and are accessible from any computer with internet access. From the websites you may read or print the materials.

*\*NOTE: Pop-up blockers may not allow the website to run correctly. If you use Pop-up blockers, it is recommended that they be turned off prior to accessing the site.*

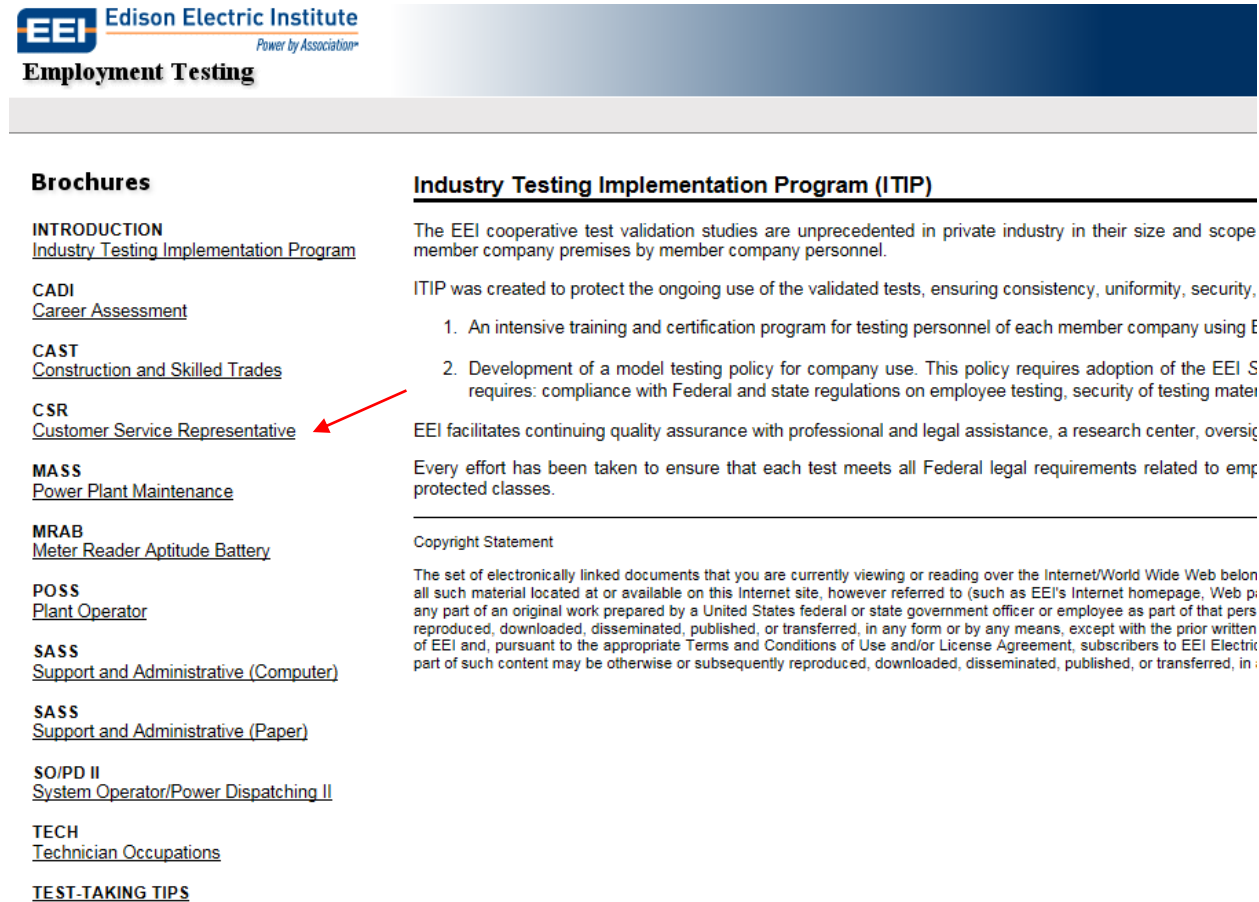
1. From any computer with internet access, <http://www.eei.org/testingbrochures> to access the test brochure. Type the above address exactly as written.
2. Both sites require the same username and password, assigned to Southern California Edison. To log in to the sites, enter the following information (case sensitive).  
Name: paper  
Password: pen

**Example:**



- Click on “Customer Service Representative” (found on the left hand side of the webpage). From there you will be able to access the test brochure. You may print the documents if you wish.

**Example:**



**EI Edison Electric Institute**  
Power by Association<sup>SM</sup>

**Employment Testing**

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**Brochures**

**INTRODUCTION**  
[Industry Testing Implementation Program](#)

**CADI**  
[Career Assessment](#)

**CAST**  
[Construction and Skilled Trades](#)

**CSR**  
[Customer Service Representative](#)

**MASS**  
[Power Plant Maintenance](#)

**MRAB**  
[Meter Reader Aptitude Battery](#)

**POSS**  
[Plant Operator](#)

**SASS**  
[Support and Administrative \(Computer\)](#)

**SASS**  
[Support and Administrative \(Paper\)](#)

**SO/PD II**  
[System Operator/Power Dispatching II](#)

**TECH**  
[Technician Occupations](#)

**TEST-TAKING TIPS**

**Industry Testing Implementation Program (ITIP)**

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The EEI cooperative test validation studies are unprecedented in private industry in their size and scope member company premises by member company personnel.

ITIP was created to protect the ongoing use of the validated tests, ensuring consistency, uniformity, security,

1. An intensive training and certification program for testing personnel of each member company using E
2. Development of a model testing policy for company use. This policy requires adoption of the EEI S requires: compliance with Federal and state regulations on employee testing, security of testing mater

EEI facilitates continuing quality assurance with professional and legal assistance, a research center, oversig

Every effort has been taken to ensure that each test meets all Federal legal requirements related to emp protected classes.

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Copyright Statement

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### **Troubleshooting Guide to Frequently Experienced Problems**

- Pop-up blockers may interfere with your ability to access the study materials and practice tests. If you have pop-up blocker software installed, you may need to temporarily disable it. Contact your Internet Service Provider (America Online – AOL, Earthlink, MSN, Verizon Online, etc).
- Anti-virus software (Norton Antivirus, Symantec, etc) may interfere with your ability to access the materials. If you are experiencing problems, you may want to consider temporarily adjusting the settings on your anti-virus software.
- If you experience an error message, such as “Internal Server Error,” simply close your browser window, wait a few minutes, and try again.
- If you are still having problems, please call EEI at the help number listed on the website.

**Info Guide Feedback**

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

Southern California Edison  
Human Resources – Talent Assessment & Programs  
G.O. 5 1<sup>st</sup> Floor  
1515 Walnut Grove Ave.  
Rosemead, CA 91770

**Test Name: 5306 EEI Customer Service Representative Test Battery**

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