

telus international exam answers

Telus International exam answers are a crucial aspect for individuals seeking employment with Telus International, a global leader in digital customer experience and IT services. As the company continues to expand its operations and client base, the recruitment process has become increasingly competitive, making it essential for candidates to understand the examination format and the types of questions they may encounter. This article aims to provide a comprehensive overview of the Telus International exam, including preparation tips, common question types, and strategies for success.

Understanding the Telus International Exam

The Telus International exam is designed to assess various skills and competencies that are relevant to the roles offered by the company. The exam typically evaluates a candidate's cognitive abilities, situational judgment, and technical skills, depending on the position applied for.

Exam Structure

The structure of the Telus International exam can vary based on the specific role, but it generally includes the following components:

- Cognitive Ability Tests:** These tests measure logical reasoning, numerical ability, and verbal comprehension. Candidates may encounter questions that require them to solve puzzles, interpret data, or analyze written information.
- Situational Judgment Tests (SJTs):** SJTs are designed to evaluate a candidate's judgment in work-related situations. Candidates are presented with hypothetical scenarios and must choose the most appropriate response or rank responses in order of effectiveness.
- Technical Skills Assessment:** For positions that require specific technical knowledge, candidates may be tested on relevant skills. This could include software proficiency, coding challenges, or customer service scenarios.
- Personality and Behavioral Assessments:** These assessments aim to determine if a candidate's personality traits align with the company culture and the demands of the job.

Preparation for the Telus International Exam

Preparation is key to succeeding in the Telus International exam. Here are some effective strategies to enhance your readiness:

1. Research the Company

Understanding Telus International's values, mission, and the services they

provide can give you a significant advantage. Take the time to research:

- The company's history and growth.
- Their client base and industries served.
- Recent news or developments within the company.

2. Review Common Exam Formats

Familiarize yourself with the different types of tests you may face. There are numerous resources available online that offer practice tests and sample questions. Here are some useful sites:

- Online preparation platforms: Websites like Glassdoor or Indeed often have reviews and experiences shared by former candidates.
- Practice tests: Look for cognitive ability tests and situational judgment tests that mimic the format used by Telus International.

3. Develop Key Skills

Depending on the role you are applying for, certain skills may be more important than others. Focus on developing the following:

- Logical reasoning: Engage in puzzles and brain teasers to sharpen your logical thinking.
- Numerical proficiency: Practice basic mathematics and data interpretation.
- Communication skills: Enhance your verbal and written communication, as these are crucial in customer service roles.

4. Take Mock Tests

Simulating the exam environment can help reduce anxiety and improve your performance. Here's how to conduct effective mock tests:

- Set a timer to replicate exam conditions.
- Use a quiet space free from distractions.
- Review your answers and identify areas for improvement.

Common Question Types in the Telus International Exam

While specific questions may vary, several common types are often encountered during the Telus International exam.

1. Cognitive Ability Questions

These questions may include:

- Logical reasoning: Identifying patterns or relationships in a set of

numbers or shapes.

- Numerical reasoning: Solving arithmetic problems or interpreting graphs and charts.
- Verbal reasoning: Reading comprehension questions that test your ability to understand and analyze written information.

2. Situational Judgment Questions

In SJTs, you may face scenarios such as:

- Handling a difficult customer complaint.
- Prioritizing tasks in a high-pressure environment.
- Working effectively within a team.

Candidates are typically asked to choose the best response from multiple options or rank responses based on effectiveness.

3. Technical Skills Questions

For technical roles, expect questions that test:

- Software proficiency (e.g., CRM systems).
- Coding tasks (for IT roles).
- Troubleshooting scenarios (for technical support roles).

Strategies for Success

To maximize your chances of success in the Telus International exam, consider the following strategies:

1. Time Management

- Allocate your time wisely during the exam. If a question seems too challenging, move on and return to it later if time allows.
- Aim to answer all questions, as unanswered questions may result in a lower score.

2. Read Instructions Carefully

- Take time to understand the instructions for each section of the exam. Misinterpreting instructions can lead to unnecessary mistakes.

3. Stay Calm and Focused

- Practice mindfulness or relaxation techniques to manage anxiety before and during the exam.

- Maintain a positive mindset and remind yourself that preparation is key to your success.

4. Follow Up

- After completing the exam, consider sending a thank-you note or email to the recruitment team expressing your appreciation for the opportunity, regardless of the outcome.

Conclusion

Successfully navigating the Telus International exam requires preparation, practice, and a solid understanding of the company's expectations. By familiarizing yourself with the exam structure, preparing for common question types, and employing effective strategies, you can enhance your likelihood of success. Remember, each step you take in preparing for the exam brings you closer to securing a position with Telus International, a company known for its commitment to excellence in customer service and innovation. Good luck!

Frequently Asked Questions

What is the Telus International exam used for?

The Telus International exam is typically used to assess candidates for various positions within the company, particularly in customer support and related fields.

How can I prepare for the Telus International exam?

To prepare for the Telus International exam, candidates should review common customer service scenarios, practice communication skills, and familiarize themselves with Telus's values and services.

Are there specific subjects covered in the Telus International exam?

Yes, the exam often covers topics related to customer service principles, problem-solving abilities, and sometimes technical knowledge relevant to the job.

Is the Telus International exam multiple choice?

The format of the Telus International exam may vary, but it often includes multiple choice questions along with situational judgment scenarios.

What type of questions can I expect in the Telus International exam?

Expect scenario-based questions that assess your ability to handle customer

inquiries, as well as questions about company policies and services.

How long does the Telus International exam typically take?

The duration of the Telus International exam can vary, but it usually lasts between 30 to 60 minutes.

Can I retake the Telus International exam if I fail?

Yes, candidates are often allowed to retake the Telus International exam after a certain period, but it's best to check the specific guidelines provided by the company.

What is the passing score for the Telus International exam?

The passing score for the Telus International exam can vary by position, but generally, a score of 70% or above is considered passing.

Are there any resources or study guides available for the Telus International exam?

While specific study guides may not be publicly available, general customer service training materials and practice exams can be helpful.

What should I do if I have technical issues during the Telus International exam?

If you experience technical issues during the exam, you should contact the support team immediately using the contact information provided before the exam.

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