



Australian Government

Assessment Requirements for BSBITA611 Configure and optimise customer contact technology

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

- complete the analysis, benchmarking and configuration of new and existing customer contact technology
- develop and recommend an optimisation strategy for existing customer contact technology
- manage effective written and verbal communication.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role.

- Key principles of benchmarking
- Key principles of budgeting and cost benefit analysis
- Key principles of business case preparation
- Key features of organisational goals
- Key features of the following customer contact technologies:
 - communications technologies
 - automatic call distributor (ACD) systems
 - interactive voice response (IVR) systems and databases
 - computer telephony integration (CTI) systems
 - prescriptive dialling, computer-based customer relationship management (CRM) systems
 - information management systems
- Key sections of the operational budget and business plan relevant to customer contact technology implementation.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT analysis and design field of work and include access to:

- workplace technology
- workplace information, reporting and data
- stakeholder feedback
- case studies or, where possible, real situations.

Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>