Australian Government

BSBITA611 Configure and optimise customer contact technology

Release: 1

BSBITA611 Configure and optimise customer contact technology

Modification History

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

Application

This unit describes the skills and knowledge required to establish optimal functionality and efficiency from customer contact technologies by configuring them to best suit organisational needs and strategies.

It applies to individuals working at a managerial or specialist level and within a customer contact environment where complex digital technology is employed, and where the configuring of this technology is undertaken on an ongoing basis to maximise efficiencies and benefits to the organisation.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Information and Communications Technology – IT Analysis and Design

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Analyse capability of existing customer contact technology	1.1 Clearly identify the role of customer contact technology in customer contact operations 1.2 Identify the scope of the functions supplied by the existing digital technologies 1.3 Accurately align the capabilities of the existing technology to current and potential organisational needs and strategies
2. Benchmark competing new technology applications	2.1 Identify specific operational needs that can be met by new and/or emerging digital technologies 2.2 Identify the range of functions and capabilities supplied by

ELEMENT	PERFORMANCE CRITERIA
	benchmarking competing technologies
	2.3 Select critical features of competing technologies for analysis against organisational needs and strategies
	2.4 Conduct an analysis of competing technologies using cost effective processes
	2.5 Report on appropriate new technology by considering the analysis of critical features, and deliver report to appropriate personnel in accordance with organisational policies and procedures
3. Develop a customer contact system configuration	3.1 Identify and analyse business model to be facilitated by technology
	3.2 Identify the required technology components
	3.3 Identify all specific contact pathways to be managed by technology
	3.4 Arrange configuration of technology to satisfy the business model and contact pathways, ensuring compliance with organisational policies and procedures
	3.5 Develop comprehensive testing program to ensure delivery and reliability of new configuration
	3.6 Evaluate configuration against organisational strategies
4. Develop a customer contact strategy to optimise existing technology	4.1 Identify unused capacity in existing technology
	4.2 Identify applications for unused capacity appropriate to operational or business model
	4.3 Develop and document a strategy for exploiting additional capacity and deliver to appropriate personnel
	4.4 Assess the cost and efficiency of the strategy against available resources and budget
	4.5 Recommend a course of action in accordance with the assessment, ensuring compliance with organisational policies and procedures

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Interprets and analyses complex textual information to verify requirements and enhance system and user capabilities
Writing	• Prepares structured documents using appropriate specialised vocabulary to convey complex ideas, strategies and recommendations specific to the target audience
Oral Communication	• Engages in discussions to establish requirements and presents relatively complex information clearly using appropriate language and non-verbal features
Numeracy	• Comprehends, analyses and manipulates mathematical information for critical review and to achieve optimal outcomes
Navigate the world of work	• Understands how own role contributes to the broader business and financial objectives of the organisation
Get the work done	• Uses formal processes to identify key information and requirements, evaluate options and consider implementation issues and contingencies • Takes responsibility for high impact decisions in complex situations involving multiple variables and constraints • Actively identifies systems, devices and applications with potential to meet current and/or future needs • Uses a broad range of strategies to store, access and organise digital information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITA611 Configure and optimise customer contact technology	BSBITA601 Configure and optimise customer contact technology	Updates to elements, performance criteria and assessment requirements	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10