Australian Government

BSBCUE407 Administer customer engagement technology

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage, program, monitor and rectify potentially complex problems with telecommunications technology and improve functioning of multichannel equipment.

It applies to individuals who need to solve a defined range of unpredictable problems, analyse and evaluate information from a variety of sources, and who may provide leadership and guidance to others with some limited responsibility for the output of others.

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

Unit Sector

Stakeholder Relations – Customer Engagement

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 Reprogram multichannel system software	1.1 Confirm details of request for system changes with relevant stakeholders 1.2 Select appropriate reprogramming methods 1.3 Implement procedures for reprogramming multichannel systems 1.4 Check and confirm outcome of reprogramming against initial request 1.5 Initiate action to address reprogramming requirements
2 Produce system reports	2.1 Confirm purpose and details of report type

ELEMENT	PERFORMANCE CRITERIA
	2.2 Generate system reports effectively and efficiently
	2.3 Modify system reports, where necessary, to meet stakeholder requirements
	2.4 Distribute reports to target audience in a timely manner
	2.5 Clarify and explain report details to target audience as required
3 Manage multichannel system faults	3.1 Identify system faults and select best repair options
	3.2 Escalate faults if necessary and in a timely manner
	3.3 Implement fault repair and monitor repair progress closely
	3.4 Select and implement contingency plans according to procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.4	• Recognises and interprets textual information to compare request with process outcomes
Writing	2.2, 2.5, 3.4	• Prepares detailed information incorporating industry specific language in a format and style appropriate to a specific audience
Oral Communication	1.1, 1.4, 2.1, 2.5	• Elicits information and confirms requirements of others using active listening and questioning
Numeracy	2.2, 2.3, 2.5	• Uses mathematical calculations to check, interpret and confirm results of system tests
Navigate the world of work	3.4	• Takes responsibility for implementation of necessary plans in compliance with organisational procedures
Interact with others	1.1, 2.1, 2.5	• Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders about customer contact systems
Get the work done	1.1-1.5, 2.1, 2.2-2.4, 3.1-3.4	• Accepts responsibility for planning and sequencing complex reprogramming tasks and workload and manages relevant communication • Applies problem-solving processes to identify and

		repair routine and non-routine system faults, and monitors progress to identify the need for, and type of, contingency plan
		• Understands key principles and concepts underpinning design and operation of digital telecommunication systems and tools and applies these to identify faults and generate reports
		• Uses a range of digital tools and applications to access and filter data, and extract, organise, integrate and share system information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCUE407 Administer customer engagement technology	BSBCCO407A Administer customer-contact technology	Updated to meet Standards for Training Packages Name changed to reflect industry practice	Equivalent unit

Links

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