



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **BSBCCO401A Administer customer contact telecommunications technology**

**Revision Number: 1**

## BSBCCO401A Administer customer contact telecommunications technology

### Modification History

Not applicable.

### Unit Descriptor

<b>Unit descriptor</b>	<p>This unit describes the performance outcomes, skills and knowledge required to effectively manage, program, monitor and rectify problems with telecommunications technology.</p> <p>No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.</p>
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### Application of the Unit

<b>Application of the unit</b>	<p>This unit applies to the administration of potentially complex customer contact telecommunications systems in a modern day customer contact environment.</p> <p>Competence in this unit requires effectively maintaining, troubleshooting, modifying and improving the functioning of telecommunications equipment; liaising with internal or external information technology support areas as necessary; and executing appropriate and accurate reporting.</p> <p>This work may be undertaken by a specialist, team leader or manager, depending on the size and structure of the centre.</p>
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### Licensing/Regulatory Information

Not applicable.

## Pre-Requisites

<b>Prerequisite units</b>		

## Employability Skills Information

<b>Employability skills</b>	This unit contains employability skills.
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## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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## Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Reprogram telecommunications system software	1.1. Confirm details of request for <i>system changes</i> with relevant stakeholders 1.2. Select appropriate <i>reprogramming methods</i> 1.3. Implement reprogramming of telecommunications system 1.4. Check and confirm outcome of reprogramming against initial request 1.5. Promptly initiate any remedial action
2. Produce telecommunications system reports	2.1. Confirm purpose and details of <i>report type</i> 2.2. Generate system reports effectively and efficiently 2.3. Modify system reports, where necessary, to meet stakeholder requirements 2.4. Distribute reports to <i>target audience</i> in a timely manner 2.5. Clarify and explain report details to target audience as required
3. Manage telecommunications system faults	3.1. Identify <i>system faults</i> 3.2. Select best repair options 3.3. Escalate faults if necessary and in a timely manner 3.4. Implement <i>fault repair</i> 3.5. Monitor repair progress closely 3.6. Select and implement <i>contingency plans</i> in accordance with procedures

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- analysis and reporting skills
- communication skills to communicate effectively with personnel at all levels of the organisation
- computer skills to use word, spreadsheet and database applications efficiently and effectively
- information technology skills to work effectively with complex telecommunications technology
- literacy skills to prepare and edit reports and instructions dealing with complex technical issues and data
- negotiation skills to deal effectively with internal and external stakeholders
- networking and data gathering skills to assist in managing and reporting on telecommunications technology
- numeracy skills to carry out analysis and research
- organisation skills to manage own tasks within acceptable timeframes
- problem-solving skills to understand and provide solutions for telecommunications issues that arise
- teamwork skills to work closely with and to support stakeholders.

#### Required knowledge

- business objectives and how technology supports them
- crisis management, disaster recovery and business continuity plans
- escalation paths and guidelines
- reporting requirements of the organisation
- Service Level Agreement (SLA)/warranty and service agreement with vendors
- telecommunications technology (hardware and software).

## Evidence Guide

<b>EVIDENCE GUIDE</b>	
<p>The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.</p>	
<b>Overview of assessment</b>	
<b>Critical aspects for assessment and evidence required to demonstrate competency in this unit</b>	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> <li>• demonstration of a daily routine</li> <li>• execution of reprogramming of system functions as required</li> <li>• generation of daily reports</li> <li>• describing and distinguishing between major and minor system faults</li> <li>• describing major fault contingency plans</li> <li>• quality and accurate system reports</li> <li>• knowledge of crisis management, disaster recovery and business continuity plans.</li> </ul>
<b>Context of and specific resources for assessment</b>	<p>Assessment must ensure:</p> <ul style="list-style-type: none"> <li>• access to workplace information, data and reporting</li> <li>• access to service level guidelines and standards</li> <li>• access to appropriate computer and telecommunications resources (may be modified for use by people with a disability)</li> <li>• access to stakeholder feedback (or in person).</li> </ul>
<b>Method of assessment</b>	<p>A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:</p> <ul style="list-style-type: none"> <li>• direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate</li> <li>• direct observation of the candidate working on telecommunications equipment problems</li> <li>• oral and/or written questioning to assess knowledge of telecommunication equipment and requirements</li> <li>• review and assessment of reporting outputs</li> <li>• review of stakeholder feedback</li> <li>• review of process documentation.</li> </ul>
<b>Guidance information for assessment</b>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended,</p>

**EVIDENCE GUIDE**

for example:

- other contact centre operations units.

## Range Statement

<b>RANGE STATEMENT</b>	
<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p>	
<p><b><i>System changes</i></b> may include changes to:</p>	<ul style="list-style-type: none"> <li>• Interactive Voice Response (IVR)</li> <li>• PABX</li> <li>• queuing functions</li> <li>• reporting functions</li> <li>• telephone configuration</li> <li>• user locations</li> <li>• visual displays</li> </ul>
<p><b><i>Reprogramming methods</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• engagement of internal or external support</li> <li>• preparation of detailed instructions or requirements documentation</li> <li>• screen driven commands and specifics as set out in manuals and delivered in equipment specific training</li> <li>• testing methods (to ensure effectiveness of reprogramming)</li> </ul>
<p><b><i>Report type</i></b> and purpose may include:</p>	<ul style="list-style-type: none"> <li>• simple reports covering whole of centre work rates to highly detailed reports covering many aspects of individual work rates</li> <li>• specific requirements of stakeholders or organisation</li> <li>• technology performance reporting for contract management</li> </ul>
<p><b><i>Target audience</i></b> for reports may include:</p>	<ul style="list-style-type: none"> <li>• colleagues</li> <li>• managers</li> <li>• stakeholders</li> <li>• team leaders</li> <li>• vendors (for contract management)</li> </ul>
<p><b><i>System faults</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• complete system failure</li> <li>• minor problems with individual telephones</li> <li>• minor problems with telecommunications technology</li> </ul>
<p><b><i>Fault repair</i></b> may include:</p>	<ul style="list-style-type: none"> <li>• engagement of external (vendor) parties to complete repair</li> </ul>



<b>RANGE STATEMENT</b>	
	<ul style="list-style-type: none"> <li>• immediate repair of minor faults by the system administrator to major system failures</li> <li>• replacement of equipment or components of equipment</li> </ul>
<i>Contingency plans</i> may include:	<ul style="list-style-type: none"> <li>• business continuity plan</li> <li>• crisis management plan</li> <li>• disaster recovery plan</li> <li>• use of alternative equipment in the immediate area and/or redistributing work locally to moving operations to a back-up location</li> </ul>

### Unit Sector(s)

<b>Unit sector</b>	
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### Competency field

<b>Competency field</b>	Stakeholder Relations - Contact Centre Operations
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### Co-requisite units

<b>Co-requisite units</b>		