



Australian Government

Department of Education, Employment and Workplace Relations

BSBCCO407A Administer customer contact technology

Release: 1

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Modification History

| Release | Comments |
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| Release 1 | This version first released with <i>BSB07 Business Training Package version 6.0</i> |

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage, program, monitor and rectify problems with telecommunications technology. Competence in this unit requires the ability to maintain, troubleshoot, modify and improve the functioning of multichannel equipment; liaise with internal or external information technology support areas as necessary; and report appropriately and accurately.

Application of the Unit

This unit applies to the administration of potentially complex customer contact multichannelled systems in a customer contact environment.

This work may be undertaken by a specialist, team leader or manager, depending on the size and structure of the centre.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

| Element | Performance Criteria |
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| <i>Elements describe the essential outcomes of a unit of competency.</i> | <i>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.</i> |

Elements and Performance Criteria

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| 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 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 |

Required Skills and Knowledge

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

Required skills

- communication skills to communicate effectively with personnel at all levels of the organisation
- 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 multichannel technology
- numeracy skills to carry out analysis and research
- planning and organising skills to manage own tasks within required timeframes
- problem-solving skills to understand and provide solutions for multichannel issues that arise
- self-management skills to:
 - comply with policies and procedures
 - seek learning and development opportunities
- teamwork skills to work closely with and support stakeholders
- technology skills to:
 - use database applications, spreadsheets and Word
 - work effectively with complex multichannel technology.

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) or warranty and service agreement with vendors
- multichannel technology, including hardware and software.

Evidence Guide

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.

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| Overview of assessment | |
| Critical aspects for assessment and evidence required to demonstrate competency in this unit | <p>Evidence of the ability to:</p> <ul style="list-style-type: none"> • reprogram system functions as required • generate quality and accurate system reports in a timely manner • identify and distinguish between major and minor system faults • identify major fault contingency plans • demonstrate knowledge of crisis management, disaster recovery and business continuity plans. |
| Context of and specific resources for assessment | <p>Assessment must ensure access to:</p> <ul style="list-style-type: none"> • workplace information, data and reporting • service level guidelines and standards • appropriate computer and telecommunications resources, which may be modified for use by people with a disability • stakeholder feedback. |
| Method of assessment | <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"> • direct questioning combined with review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate • direct observation of the candidate working on telecommunications equipment problems • oral and/or written questioning to assess knowledge of telecommunications equipment and requirements • review and assessment of reporting outputs • review of stakeholder feedback • review of process documentation. |
| Guidance information for assessment | <p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p> |

Range Statement

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.

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| <i>System changes</i> may include changes to: | <ul style="list-style-type: none"> • interactive voice response (IVR) • public access branch exchange (PABX) • queuing functions • reporting functions • telephone configuration • user locations • visual displays. |
| <i>Reprogramming methods</i> may include: | <ul style="list-style-type: none"> • engagement of internal or external support • preparation of detailed instructions or requirements documentation • screen-driven commands and specifics as set out in manuals and delivered in equipment-specific training • testing methods to ensure effectiveness of reprogramming. |
| <i>Multichannel</i> may include: | <ul style="list-style-type: none"> • multichannel software: <ul style="list-style-type: none"> • computer telephone • outbound diallers • unified automated call distribution (ACD), IVR, servers for email and web • workforce management applications • SMS (text messages) • telephone • voice. |
| <i>Report type</i> and purpose may include: | <ul style="list-style-type: none"> • simple reports covering whole of centre work rates, to highly detailed reports covering many aspects of individual work rates • specific requirements of stakeholders or organisation • technology performance reporting for contract management. |
| <i>Target audience</i> for reports may include: | <ul style="list-style-type: none"> • colleagues • managers • stakeholders • team leaders • vendors for contract management. |
| <i>System faults</i> may | <ul style="list-style-type: none"> • disruptions in telecommunications • electrical faults |

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| include: | <ul style="list-style-type: none">• software problems• virus attacks• complete system failure• minor problems with individual telephones• minor problems with telecommunications technology. |
| <i>Fault repair</i> may include: | <ul style="list-style-type: none">• engagement of external (vendor) parties to complete repair• immediate repair of minor faults by the system administrator• replacement of equipment or components of equipment. |
| <i>Contingency plans</i> may include: | <ul style="list-style-type: none">• business continuity plan• crisis management plan• disaster recovery plan• use of alternative equipment in the immediate area and/or redistributing work locally or moving operations to a back-up location. |

Unit Sector(s)

Stakeholder relations – contact centre operations

Custom Content Section

Not applicable.