ICTCC320A Use multiple information systems

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Field: Technology
This unit applies to use of the various information systems to maintain up to date customer information.   It includes navigation between information systems and the maintenance of systems data.
This unit is based on unit ICTTC203A in the ICT97 training package.
Prerequisite units: Nil
Equivalent units: Nil
Field: Technology
This unit applies to use of the various information systems to maintain up to date customer information.   It includes navigation between information systems and the maintenance of systems data.
This unit is based on unit ICTTC203A in the ICT97 training package.
Prerequisite units: Nil
Equivalent units: Nil

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

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Element		Performance Criteria	
1	Access a range of information systems	1.1	Log on to information systems efficiently
		1.2	Navigate through interfaces between information systems relevant to role
		1.3	Navigate screens to locate displays and information relevant to role
2	Process customer information using multiple information systems	2.1	Analyse customer inquiry to identify information needs
		2.2	Identify information systems required to satisfy information needs
		2.3	Interrogate information systems to complete customer inquiry or transaction
		2.4	Record customer information in information systems to complete customer inquiry or transaction
		2.5	Use the shortest reasonable pathways to navigate between and within information systems
		2.6	Maintain a dialogue with the customer while operating information systems
		2.7	Verify information with customer to complete transaction
3	Identify and rectify information system and processing errors	3.1	Identify errors in information systems relevant to role
		3.2	Analyse errors for their impact on information systems and customers
		3.3	Identify source of errors where possible
		3.4	Consult with stakeholders to identify actions to rectify errors
		3.5	Arrange rectification and confirm that amendments are accurate

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    3.6   Inform customers of errors and take necessary action

    3.7   Identify information system faults and notify according to policy

    3.8   Recommend procedural change according to policy

Required Skills and Knowledge

Not applicable.

Evidence Guide

Assessment location and resources

Assessment will occur in an operational customer contact centre using customer contact technologies and information technology or a simulated contact centre with similar features.

Critical evidence

Assessment candidates should produce evidence of the following:

Use of systems relevant to customer service.

Efficient and effective navigation of the systems to required information.

Accurate use of codes used to locate data.

Accurate entering of data onto the system.

Checks to ensure data is captured in accordance with laid down procedures.

Identification and analysis of errors and reporting including recommendations.

Skills and knowledge

Computer Keyboard Usage.

Computer Literacy.

Database and Spreadsheet Concepts.

Problem Solving Processes.

Enterprise Policies, Procedures and Guidelines.

Enterprise Business System(s) and Operating Platforms.

Operational Systems and Technology.

Range Statement

The following statements cover a wide range of circumstances.   Assessment of candidates should be within the range that applies to the candidate's particular role or workplace.

'Log on' and 'log off'"

Use of passwords and users names.   May vary dependent on the operational platform and specific applications.

Information systems

Are unique to the enterprise and generally based on a spreadsheet or database application.

Role

The work functions and responsibilities of the assessment candidate.

Customer

A user, purchaser, or beneficiary of a service, product, or process and may be internal or external to the organisation and may include colleagues.

Information

Specific details requested by a customer or others, and details required from core business systems or other sources in order to complete a transaction or process.

Transaction

A sequence of interactions in enterprise business systems performed by the staff member in satisfying the customer's needs.

Errors

Corrupt data that may take many forms including data in incorrect fields, inaccurate data or untimely data.

Unit Sector(s)

Not applicable.