



Australian Government

Assessment Requirements for BSBITA601 Configure and optimise customer contact 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.

Performance Evidence

Evidence of the ability to:

- complete the analysis, benchmarking and configuration of customer contact technology
- develop and recommend an optimisation strategy for current technology
- manage effective written and verbal communication.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the relevant benchmarking principles
- describe the budgeting and cost benefit analysis principles
- describe the business case preparation principles
- identify business objectives and goals
- describe the following customer contact technologies:
 - communications technologies
 - automatic call distributor (ACD) systems
 - interactive voice response (IVR) systems and databases
 - computer telephony integration (CTI) systems
 - prescriptive dialling, computer-based customer relationship management (CRM) systems
 - information management systems
- identify the needs of internal and external customers that must be considered when evaluating available customer contact technology
- outline sections of the operational budget and business plan relevant to customer contact technology implementation.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT analysis and design field of work and include access to:

- workplace information, reporting and data
- stakeholder feedback
- case studies or, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes -

http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=13