



**Australian Government**

# **BSBITA601 Configure and optimise customer contact technology**

**Release: 1**

# **BSBITA601 Configure and optimise customer contact technology**

## **Modification History**

| <b>Release</b> | <b>Comments</b>                                                                      |
|----------------|--------------------------------------------------------------------------------------|
| 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 establish optimal functionality and efficiency from technologies by configuring them to best suit operational needs.

It applies to individuals working at a managerial or specialist level and within a customer contact environment where complex technology is employed and where the configuring of this technology is undertaken on an ongoing basis to maximise efficiencies and benefits to the organisation.

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

## **Unit Sector**

Information and Communications Technology – IT Analysis and Design

## Elements and Performance Criteria

| ELEMENT                                                      | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Elements describe the essential outcomes.</i>             | <i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>                                                                                                                                                                                                                                                                                                                                                                  |
| 1. Analyse current capability of customer contact technology | 1.1 Clearly specify the role of customer contact technology in customer contact operations<br>1.2 Recognise the scope of the functions supplied by the technology<br>1.3 Accurately align the capabilities of the technology to current and potential operational needs                                                                                                                                                                                                 |
| 2. Benchmark competing new technology applications           | 2.1 Identify specific operational needs that can be met by technology<br>2.2 Identify the range of functions and capabilities supplied by benchmarking competing technologies<br>2.3 Select critical features of competing technologies for analysis<br>2.4 Conduct an analysis of technologies using cost effective processes<br>2.5 Select or report on appropriate new technology by considering the analysis of critical features                                   |
| 3. Develop a customer contact system configuration           | 3.1 Identify and analyse business model to be facilitated by technology<br>3.2 Identify the required technology components<br>3.3 Identify all specific contact pathways to be managed by technology<br>3.4 Arrange configuration of technology to satisfy the business model and contact pathways<br>3.5 Develop comprehensive testing program to ensure delivery and reliability of new configuration<br>3.6 Evaluate configuration against business model dimensions |
| 4. Develop a strategy to optimise current technology         | 4.1 Identify unused capacity in existing technology<br>4.2 Identify applications for unused capacity appropriate to operational or business model<br>4.3 Develop a strategy for exploiting additional capacity<br>4.4 Assess the cost and efficiency of the strategy against available resources and budget<br>4.5 Recommend a course of action in accordance with the                                                                                                  |

| ELEMENT | PERFORMANCE CRITERIA |
|---------|----------------------|
|         | assessment           |

## 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                    | 1.2-1.3, 2.1-2.5, 3.1, 3.2, 3.4, 4.1-4.4     | <ul style="list-style-type: none"> <li>Interprets and analyses complex textual information to verify requirements and enhance system and user capabilities</li> </ul>                                                                                                                                                                                                                                                                                                                                                                |
| Writing                    | 1.1, 1.3, 2.3-2.5, 3.1-3.5, 4.1-4.3, 4.5     | <ul style="list-style-type: none"> <li>Prepares structured documents using appropriate specialised vocabulary to convey complex ideas, strategies and recommendations specific to the target audience</li> </ul>                                                                                                                                                                                                                                                                                                                     |
| Oral Communication         | 1.1, 2.5, 4.5                                | <ul style="list-style-type: none"> <li>Engages in discussions to establish requirements and presents relatively complex information clearly using appropriate language and non-verbal features</li> </ul>                                                                                                                                                                                                                                                                                                                            |
| Numeracy                   | 2.2, 2.4, 4.4                                | <ul style="list-style-type: none"> <li>Comprehends, analyses and manipulates mathematical information for critical review and to achieve optimal outcomes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                 |
| Navigate the world of work | 1.3, 2.1, 3.4, 3.6, 4.2                      | <ul style="list-style-type: none"> <li>Understands how own role contributes to the broader business and financial objectives of the organisation</li> </ul>                                                                                                                                                                                                                                                                                                                                                                          |
| Get the work done          | 1.1-1.3, 2.1-2.3, 2.5, 3.1-3.6, 4.1-4.3, 4.5 | <ul style="list-style-type: none"> <li>Uses formal processes to identify key information and requirements, evaluate options and consider implementation issues and contingencies</li> <li>Takes responsibility for high impact decisions in complex situations involving multiple variables and constraints</li> <li>Actively identifies systems, devices and applications with potential to meet current and/or future needs</li> <li>Uses a broad range of strategies to store, access and organise digital information</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                                     | Code and title<br>previous version                                     | Comments                                              | Equivalence status |
|-----------------------------------------------------------------------|------------------------------------------------------------------------|-------------------------------------------------------|--------------------|
| BSBITA601<br>Configure and<br>optimise customer<br>contact technology | BSBITA601A<br>Configure and<br>optimise customer<br>contact technology | Updated to meet<br>Standards for<br>Training Packages | Equivalent unit    |

## Links

Companion volumes available from the IBSA website:

[http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes) -

[http://companion\\_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=13](http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=13)