Level 2 Customer support provision (7540-001)

Systems and Principles
Assignment guide for Candidates
Assignment A

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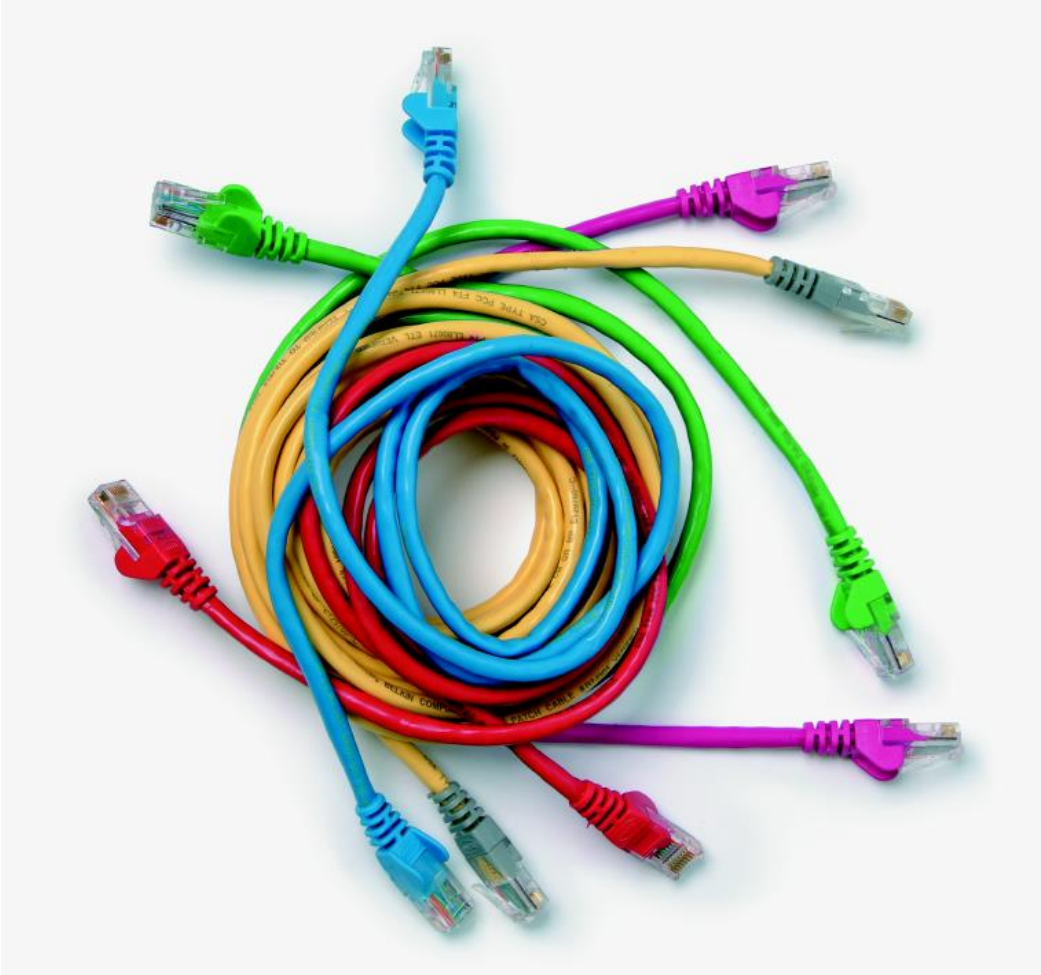

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City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000 (Centres)
T +44 (0)844 543 0033 (Learners) **www.cityandguilds.com**
F +44 (0)20 7294 2413 **learnersupport@cityandguilds.com**

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Assignment A
Introduction – Information for Candidates

About this document
This assignment comprises all of the assessment for Level 2 Customer support provision 2 (7540-001).

Health and safety
You are asked to consider the importance of safe working practices at all times.

You are responsible for maintaining the safety of others as well as your own. Anyone behaving in an unsafe fashion will be stopped and a suitable warning given. You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements. This may seem rather strict but, apart from the potentially unpleasant consequences, you must acquire the habits required for the workplace.

Time allowance
The recommended time allowance for this assignment is **3 hours**.

Level 2 Customer support provision 2 (7540-001)

Candidate Instructions

Time allowance: 3 hours

Assignment set up:

This assignment is made up of **three** tasks:

- Task A – Collect information to provide support in response to customer requirements and log support calls
- Task B – Complete an audit of ICT system
- Task C – Recommend and install an automated procedure at user and system level

Scenario

You are employed to provide first level customer support. Part of your job is to provide information to customers. You will need to prepare a list of sources of information that you can use when providing support. You are expected to log incoming support calls. Because the type of support you provide will be dependent on the specification of the ICT system in use, you will need to audit an ICT system.

One of your customers would like to make more efficient use of their ICT system and has asked for your help.

You should carry out the tasks as instructed. Log sheets should be completed and screen prints produced as indicated in the tasks. Questions should be answered in the spaces provided on the Information Resource Table or on an answer sheet as appropriate.

Task A – Collect information to provide support in response to customer requirements and log support calls

1 Write a short paragraph describing the importance of responding to customer requests in a prompt and professional manner. Include **one** reason for providing a prompt response and **one** reason for providing a professional response.

2 Identify **three** different methods of communicating with customers and give **one** advantage and **one** disadvantage for each one.

3 Complete the first column of the Information Resource Table to show, for each of the categories stated, a comprehensive range of sources of information that can be used for responding to customer requests.

4 Your Assessor will provide you with questions on each category. Use the Information Resource Table to provide answers to the customer support requests set by your Assessor. Record on the table:

- the questions
- your answers
- the actual reference source used.

5 Using the Customer Support Calls Sheet, log all the calls on the Call Logging Sheet provided.

6 Answer the following questions using the information you recorded on the Call Logging Sheet:

- By what time must the call for Yellow & Co be given a response?
- What do you notice about the calls from Black & Co?
- When is the response time for the call for White & Co?
- What advice should be given to Fraser Wilson?

7 Identify the organisational process for escalating unresolved requests.

Task B – Complete an audit of an ICT system

Q1 Identify **three** key features of a Service Level Agreement (SLA).

1 Complete an audit of hardware and software for one workstation. You are not expected to dismantle any of the hardware. Use system utilities to obtain the information. Record all hardware and software details on the ICT System Audit Log (Hardware) and the Answer sheet

All answers must be completed, even if the answer is not applicable (N/A).

2 Asking the customer (your assessor) questions, identify the **five** most frequently performed tasks on the system in task B1.

Make a list of the tasks on your Answer sheet.

Task C – Recommend and install an automated procedure at user and system level

1 Set up a simple macro using text provided by your Assessor. The function of the macro should be to:

- open a new document
- change the text to a suitable font
- insert a business address
- create a function to insert the current date.

Create a button to start the macro and name it using **your name**.

Use the button to test the correct working of the macro.

Set up an automated feature of the word processing application, as directed by your Assessor. Take a screen print to show the automated feature and paste it into your Answer sheet.

2 In the email application provided, set up a signature for all out-going mail. The signature should include:

- your name
- job title
- department
- telephone number.

Take a screen print.

3 Carry out a test to check that the signature is working correctly and take a screen print.

4 Configure the anti-virus program so that it carries out a scan at 12:00 every day and take a screen print.

5 Describe how the anti-virus program is updated and identify a test that you could apply to ensure that the scan will automatically start at 12:00 every day.

6 Configure the ICT system so that a CD or DVD will not auto run and take a screen print.

7 Look at 'logon script 1'. List what would happen if this script ran when you logged in.

8 Look at 'logon script 2'. What would be different if this script was used when you logged in?

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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1 Giltspur Street
London
EC1A 9DD
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F +44 (0)20 7294 2413
www.cityandguilds.com

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