

Level 2 Customer support provision for the digital home technology integrator (7575-001)

Assignment guide for Candidates Assignment A



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Contents

Unit 001 – Level 2 Customer support provision for the digital home technology integrator

Assignment A

Introduction – Information for Candidates	2
Level 2 Customer support provision for the digital home technology integrator (7575-001)	3
Candidate Instructions	3

Level 2 Customer support provision for the digital home technology integrator (7575-001)

Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Customer support provision for the digital home technology integrator (7575-001)

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 **two hours**.

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Candidate Instructions

Time allowance: 2 hours

Assignment set up:

This assignment is made up of **four** tasks

- Task A – Collect information to provide support in response to a new customer's call.
- Task B – Collect information to provide support in response to an existing customer's call.
- Task C – Home visit.
- Task D – Written questions

Scenario

You are employed by Qin Ltd, a small business which provides home integrated technology solutions for new customers as well as technical support for customers with existing set-ups.

Your role includes answering customer calls at the head office; these can be new enquiries or existing customers requiring technical support.

For new enquiries, you are expected to obtain enough information to supply an accurate quote and book a home visit.

For existing customers, the following **three** different levels of support are available:

- 1 Customers with **A* Cover** are entitled to a free phone, remote and home support for all products within a customer's home integrated technology system.
- 2 Customers with a **Standard Warranty** are entitled to a free phone and remote support for 12 months. For home visits there is a charge of £10.
The warranty only covers products installed by Qin Ltd.
- 3 Customers **without a valid warranty** are entitled to support with a one-off charge of £6 for telephone or remote support and £50 for a home visit.

It is your role to provide the customer with the correct level of technical support.

You should carry out the tasks as instructed.

Task A – Collect information to provide support in response to a new customer's call

Please use the Answer Sheet provided to complete Tasks A1 – A4

You received a call from a new customer enquiring about a newly built home and a desire to have it digitally enabled. The customer requires Internet access around the home and the ability to share a printer and photographs around the home. The customer is due to move into their new home in 6 weeks.

- 1 State **four** types of initial contact information you would record for this new customer **and** state a method you would use to record the customers details.
- 2 Give **four** appropriate reasons for logging customer support calls from existing customers.
- 3 The customer has agreed to a site survey for you to provide a quote. State **two** methods you would use to gather information regarding customer requirements.
- 4 Your company policy requires you to document the current hardware / software setup and configuration in order to establish whether any existing equipment requires software upgrades or replacing. State **three** suitable questions you would ask the customer to decide whether a wired or wireless network would be the most appropriate.
- 5 Using the customer information sheet and the Blank Customer Log provided by the assessor, identify and record **two** existing hardware devices and **two** existing pieces of software that interface with devices.

Task B – Collect information to provide support in response to an existing customer's call

Please use the Answer Sheet provided to complete Tasks B2 – B4

You receive an email from an existing customer. They are unable to share a folder on their PC. There are three methods available to support existing customers; these are phone support, remote support access or a site visit.

- 1 Using any available sources of information research a solution for the customer.
- 2 Having conducted remote diagnostics, you have established that the problem is with the server. Name **two** additional sources of valid technical information..
- 3 Prepare a reply to the customer's email, identifying the appropriate steps that need to be taken to share the file.
- 4 Identify **two** applications, other than email, of providing support to this customer.
- 5 The customer has informed you that the guidelines you provided have resolved the problem. Update the Customer log for this incident.

Task C – Home visit

Please use the Answer Sheet provided to complete Task C

Following an initial customer call, you have been requested to visit a customer's home.

- 1 Give **three** reasons why responding in a prompt and professional manner to customer is important
- 2 Briefly describe a situation where Health and Safety regulations would prevent you from working in a customer's home.
- 3 Briefly describe a situation where Data Protection regulations would apply when dealing with customers.
- 4 During a home survey a customer asks you to rectify a fault. As you are only at the premises to survey the current setup, describe the appropriate actions to be taken.
- 5 Using the room diagram provided by the assessor, recommend **two** optimisations to the customer's equipment.

Task D – Written questions

Please use the Answer Sheet provided to complete Task D

- 1 Identify **two** advances in technology that have improved the provision of customer support.
- 2 Provide **one** example for **each** of the following methods of communicating with customers **and** state an advantage of each
 - Verbal
 - Written
 - Demonstration

When you have finished working:

- Sign each document above 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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