

Level 2 Customer Support for Digital Home Integrators (7575-001)

Assignment guide for Candidates Assignment B



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Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Customer Support for Digital Home Integrators (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

Candidates are advised to read all instructions carefully before starting work and to check with your assessor, if necessary, to ensure that you have fully understood what is required.

Time allowance: 2 hours

Assignment set up: A scenario is provided below for this assignment.

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

- **Task A**
- **Task B**
- **Task C**
- **Task D**
- **Task E**

Scenario

You are employed as a service support engineer by QHC, a small business which provides technical support and repair. Your role involves attending customers' premises to assess and repair a variety of products.

Prior to going out to visit customers each day you need to report to the main depot to collect your allocated job tickets and customer information sheets.

QHC provides two levels of support to their customers:

- Customers with a **Gold Support** are entitled to phone and remote support for 12 months. An initial home visit is free of charge for any fault but for additional home visits relating to the same fault a charge is applicable.
- Customers with a **Silver Support** are entitled to phone and remote support for 12 months. All home visits are chargeable.

Task A -

Please use the Answer Sheet provided to complete Task A

- 1 State **two** different methods that could be used to communicate with your customers.
- 2 Give **one** advantage and **one** disadvantage for **each** of the methods given in **Task A1**.
- 3 Give **three** reasons for the company to log and save customer support calls.
- 4 Describe an effective method for handling difficult or unresolved faults.
- 5 Describe **three** software applications that could be used to provide technical support to customers' queries.
- 6 State **three** key features of positive responses to customers' requests.

Task B

Please use the Answer Sheet provided to complete Task B

You previously attended a fault at a customer's premises. Your manager contacts you to say that the customer has complained that the fault has reoccurred. The previous call log shows that the customer had reported a similar fault last month that was found to be due to customer's incorrect operation.

- 1 Review the call log and draft an appropriate response to your manager.

Task C

Please use the Answer Sheet provided to complete Task C

You have been given a laptop to service. As part of the service you need to ensure that the Operating System is up to date. The customer has requested that instructions are provided in order for them to complete updates themselves in future.

- 1 Complete the update(s) to the Operating System and fill in a Job Sheet to show the steps taken so the customer is able to follow in future.
The Assessor should sign off the Job Sheet to show that the updates have been completed.

Task D

Please use the Answer Sheet provided to complete Task D

Your manager has approached you for technical information to aid with development of the company's online FAQs.

- 1 List **four** different ways that manufacturers make product information and support available for their customers.
- 2 Research information from **two** different sources to provide answers to three FAQs provided by the assessor on surround sound system installation.

- 3 State **three** different legal requirements associated with PCs and networking which may affect a company's response to a customer request, giving **one** example for each legal requirement.
- 4 State **one** method for diagnosing faults without the need for an installer to visit premises. Give **one** example of how this may be used in practice.
- 5 State **one** method for repairing faults without the need for an installer to visit premises. Give **one** example of how this may be used in practice.

Task E

A customer has purchased a Silver Support package. You have been asked to visit the customer and carry out a site survey of the existing equipment. Before you visit the customer you will need to telephone the customer to determine the requirements.

- 1 Using various questioning techniques, contact the customer (the Assessor) and complete a Job Sheet to determine the following:
 - the customer's full information
 - if the customer is new or existing
 - date and time of initial contact
 - the specific job details required
- 2 **Please use the Answer Sheet provided to complete Task E2**
Identify and record **three** hardware devices and their associated software components of the existing system. Identify the transmission media and the connectors of the devices.
- 3 During the site survey, the customer makes an additional request for technical support for faulty equipment. Take the appropriate action to respond to their request.

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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