

Unit Syllabus

**Level 2 DHTI Customer support provision for the
digital home technology integrator**

7575 - 001



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Rationale

This unit will enable candidates to provide routine customer support for users of home technology devices. Candidates will develop an understanding of supporting customers and the duties of a DHTI technician. They will also develop practical skills to support customers by using different methods and techniques. Throughout this unit, emphasis is drawn upon developing candidates' attitude towards improving customer service for a successful business.

Level: 2**Unit no: D/502/4499****Credit value: 7****GLH: 60****Learning Outcomes**

There are two outcomes to this unit. The candidate will be able to:

1. Provide technical information and support in response to customer requirements
2. Identify potential improvements in the customers' use of resources

Unit 001

DHTI Customer support provision

Outcome 1

Provide technical information and support in response to customer requirements

Practical activities

The candidate will be able to:

- 1 Respond to a customer in a timely and appropriate manner
 - a. Log details of customer using technologies such as
 - I. call logging software
 - II. support log
 - III. Telephone call record
 - b. Seek details to be recalled/ recorded such as
 - IV. Customer (new/existing)
 - V. For existing customer review history
 - VI. Type of contact e.g. fault, new business
 - VII. Incident status eg level of urgency
 - VIII. date/time of problem reported
 - IX. resolved or escalated
- 2 Maintain a professional manner
- 3 determine customer requirements such as
 - a. survey
 - b. end user training
 - c. location of technical information
 - d. hardware needs
 - e. software needs
 - f. response time
- 4 obtain information from a range of sources
 - a. written materials eg manuals, manufacturers' documentation, procedures, books, guides and notes, technical logs
 - b. on-line resources eg help files, manufacturers' web sites, CD, DVD, libraries, electronic media, bulletin boards
 - c. others eg , colleagues, specialists, practitioners or manufacturers, telephone help-lines

- 5 provide technical support in response to customer requirements using the following methods such as
 - a. written eg notes, email, user guides
 - b. Practical demonstration
 - c. Verbal eg over the telephone, face to face
 - d. remote support
- 6 record/log results of outcome of response to customer
 - a. closure of incident eg signing off fault log,
 - b. signature confirming customer acceptance
- 7 refer unresolved requests for technical support to suitable person(s).

Underpinning knowledge

The candidate will be able to:

- 1 describe the importance of responding to a customer's request in a prompt and professional manner
- 2 identify sources of technical support information such as
 - a. manuals
 - b. manufacturers' documentation and web sites
 - c. books
 - d. procedures guides and notes
 - e. help files
 - f. CD-ROMS
 - g. DVD-ROMs
 - h. libraries
 - i. electronic media
 - j. bulletin boards
 - k. colleagues
 - m. specialists
 - n. practitioners and manufacturers
 - o. telephone help-lines
- 3 identify different methods of providing technical support and when each should be used such as
 - a. verbal
 - b. written
 - c. demonstration
- 4 identify advantages and disadvantages of different methods of communication with customers such as

- a. written
 - b. demonstration
 - c. verbal
- 5 describe the reasons for logging customer calls for support and the outcomes such as
- a. monitoring trends
 - b. identifying potential failures
 - c. identifying user training needs
 - d. identifying weak/unreliable areas in the system
 - e. identifying potential improvements
- 6 identify the escalation process for unresolved requests, eg supervisor, experienced colleague, line manager
- 7 describe relevant regulations which may affect the response to a customer request such as
- a. health and safety act
 - b. computer misuse act
 - c. data protection act
- 8 describe how technical support may be constrained by regulations considerations such as temporary repair of power cable
- 9 describe applications for provision of technical support such as
- a. e-mail
 - b. call logging
 - c. database customer relationship management (CRM)
 - d. remote system access
 - e. instant messaging/VoIP
- 10 identify how advances in technology affect the provision of customer support such as
- a. systems capabilities
 - b. Diagnostics and Remote access
 - c. Automatic fault reporting

Unit 001

Outcome 2

DHTI Customer support provision

Optimising use of DHTI products

Practical activities

The candidate will be able to:

- 1 prepare records of existing hardware resources such as
 - a. devices installed
 - b. types of transmission media and connectors
 - c. Existing cable infrastructure
- 2 prepare accurate records of existing software resources such as
 - a. operating systems
 - b. installed applications used to interface with devices
- 3 gather information on customers' use of existing resources such as
 - a. questionnaires
 - b. end user logs
 - c. support logs
 - d. plans/diagrams
 - e. event or audit logs
 - f. access logs
- 4 provide a brief written summary containing recommendations on actions to take to optimise the customer's DHTI products.

Underpinning knowledge

The candidate will be able to:

- 1 identify different methods of gathering and recording information such as
 - a. open and closed questions
 - b. questionnaires
 - c. obtaining necessary documents e.g. logs

Unit record sheet

Use this form to track your progress through this unit.

Tick the boxes when you have covered each outcome. When they are all ticked, you are ready to be assessed.

Outcome	✓	Date
1. Provide technical information and support in response to customer requirements	<input type="checkbox"/>	
2. Optimising use of DHTI products	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	

Candidate Signature

Date

City & Guilds
Registration Number

Quality nominee
(if sampled)

Date

Assessor Signature

Date

External Verifier
Signature (if sampled)

Date

Centre Name

Centre Number

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