Level 3 Customer support provision 3 (7266/7267-502)

e-Quals
Assignment guide for Candidates
Assignment A

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Level 3 Customer support provision 3 (7266/7267-502) Assignment A

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 3 Customer support provision 3 (7266/7267-502).

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 **5 hours**.

Level 3 Customer support provision 3 (7266/7267-502)
Candidate instructions

Time allowance: 5 hours

Assignment set up:

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

- Task A – Obtain support information.
- Task B – Assess customer feedback.
- Task C – Interpret trends.
- Task D – Provide remote technical support and coaching.
- Task E – Provide written user instructions for non-technical customers and to recommend suitable training courses and coaching sessions.

Scenario

You are employed by a company that provides a range of ICT support services. Customer requests for support are received at a customer call centre, based in a different geographic location to the customers that it supports.

Recently you have made site visits to customers and are concerned to hear that they are not satisfied with the service that they receive from your company.

You have been asked to review specific sections of the process for delivering support to your customers.

You should carry out the tasks as instructed. Forms should be completed and screen prints produced as indicated in the tasks. Questions should be answered on the answer sheet provided. Some tasks require you to produce your own documentation.

Task A – Obtain support information

1 Explain, in approximately 200 words, the reasons why customer service should be prompt and professional. Include **three** effects on the customer if it is not and **three** effects on the support organisation if it is not.

2 Describe **three** different ways of providing technical support, including at least **one** remote method (other than technical helpdesk).

3 Obtain a software update or patch as directed by your assessor. Save it onto a storage medium as instructed by your assessor. Rename the patch file to reflect what it is and what its use is.

4 Locate a hardware driver for a device as specified by your Assessor. Save it to disk.

5 Download an operator manual as directed by your Assessor. Save the document to a local drive or network location and check that you have the correct software to view the contents. Produce a screen print as evidence of the download.

6 On the ICT contact sheet, prepare a list of **five** telephone numbers for the customer support centres of major ICT support companies. Include **one** printer manufacturer, **one** software supplier, **one** ICT hardware supplier, **one** hardware maintenance company and **one** electronic component supplier.

7 You have been asked to investigate a technical problem. This fault has already been referred to your senior support specialist and you have to collect full information for them to evaluate.

Design a template that could be used to collect the information. The template should be divided into sections and headings to show that you have considered all types of relevant information. It must provide the support specialist with enough information to make a remote diagnosis.

Assume that the specialist will have no other information about the problem except that contained in the template.

Task B – Assess customer feedback

1 Support companies frequently survey their customers to establish their level of satisfaction. A popular method is a telephone survey.

There is a particular problem with the service being delivered by technical couriers in your company. Their role is to provide basic installation services for the replacement of peripherals.

Write **ten** questions that could be asked in a telephone survey of your customers. The survey will be undertaken by non-technical staff and should cover the complete life-cycle of the request for service.

The questions should collect the maximum information and be suitable for entering into an analysis sheet. You should use **two** or more styles of answer eg yes/no.

You do **not** need to include the following in your questions: customer name, customer address, customer contact name and telephone number, call reference number.

Task C – Interpret trends

1 Briefly describe data filtering.

2 Briefly describe why filtering is used on raw data.

3 Outline the reasons why customer support data is analysed. Identify **three** resulting items that could be used in planning improvements.

4 Fault trends are an important aid to making customer support ‘proactive’.

Look at the trend symptoms on the provided Trend Analysis Sheet. In the spaces provided on the sheet, list **two** possible causes and **two** items of preventative action, for each trend.

Task D – Provide remote technical support and coaching

1 Remote support organisations often use specialist teams to respond to customer requests for service.

Design a simple flow chart, with question points, starting from the customer making their initial call and leading to a response by a specialist. The chart should be capable of being used to recommend the layout of an automatic telephone routing system in a call centre handling

- hardware support
- software support
- installations
- upgrades.

The call centre supports a wide range of IT equipment, and there should be provision for a customer enquiry that does not fit in to the normal call flow. Check that a customer can ask for progress about an existing call without logging a new call.

2 You have listened to a customer call to the customer call centre and are concerned at the lack of structure to the diagnosis process. The customer has an ICT workstation that will not operate.

Use the diagnosis script sheet to write a short script that a call centre diagnosis engineer could use for this type of fault. Include suitable tests that could be carried out remotely.
The script will help the diagnosis engineer repeat the diagnosis steps in a logical order for each occasion that this type of fault is reported.

Task E – Provide written user instructions for non-technical customers and to recommend suitable training courses and coaching sessions

1 Write **three** short explanations to enclose with disks that are being sent to non-technical customers on each of the following.

- Installing a new driver.
- Booting from an emergency boot disk.
- Loading and running a diagnostic disk.

The instructions must enable the customers to carry out the required actions and should explain the purpose of the operations.

2 The profile of a call centre diagnosis engineer is that they only have product training and customer on-site experience. You have been asked to recommend a coaching plan.

Prepare a short report to recommend suitable training courses and coaching sessions. Include the following in your report.

- Methods to assess their current skills.
- Three potential coaching subjects.
- Ways to evaluate the effectiveness of the coaching.
- A list of different coaching methods to satisfy a range of learning styles.

The report should have sufficient information for the call centre manager to use as a development plan. It should therefore prioritise the coaching requirements.

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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