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

e-Quals
Assignment guide for Candidates
Assignment B

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Contents

Introduction – Information for Candidates	2
Level 3 Customer Support Provision 3 (7266/7267-502)	3
Candidate instructions	3

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

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 – Provide support information to customers.
- Task B – Collect and assess customer feedback.
- Task C – Interpret trends.
- Task D – Provide remote technical support.
- Task E – Act in a coaching and mentoring role to a colleague.

Scenario

You have been employed by a company, Heathlands Ltd, a computer hardware and software retailer. Heathlands' customers would like to use the same company to provide support for their ICT systems, and they are in the process of setting up a support organisation. The recently appointed Support Manager will be in charge of the commercial and administration requirements, but you have been given responsibility to specify how the support will be provided.

You should carry out the tasks as instructed, recording details of the task, results of tests and any problems encountered. Appropriate documentation will be provided for this purpose. The procedure for recording screen prints will be explained by your assessor.

You will be given details of the system and the utilities available to you, together with a list of routine tasks to perform.

Task A – Provide support information to customers

1 You will be expected to supply a range of ICT support services to customers. Describe **five** categories of information that you would ask for when surveying IT customers for their support requirements.

2 State **three** types of information needed when logging calls.

3 State what information is needed on a field service report sheet.

4 When customers request ICT support, the calls will have to be logged. Construct a suitable table for

a) logging calls
b) field service engineers to report details of repair and maintenance jobs.

5 Design a standard escalation form for the use of a wide selection of support staff. You should include at least **six** headings to show the type of information required in an escalation situation.

Task B – Collect and assess customer feedback

A major part of your new role will be to introduce and support improvements to the quality of support provision. It will be important to ask your customers for their views.

1 Create a survey form to collect effective feedback from your customers. You should use at least **six** headings, or questions in the forms, to show which information you will consider to be the **most** important when recommending improvements. Produce the form in a format that will allow analysis of the information. You are **not** required to set up any analysis.

2 Describe, briefly, the importance of extracting and organising the information, and how the information will be used.

Task C – Interpret trends

You have become aware that there is a pattern to many types of support requests. You decide that it will be possible to make significant improvements to customer support provision if all staff were to understand fully the importance of trend analysis.

1 Using the data on the Trend Analysis Sheet, identify at least **two** possible trends.

2 Describe the types of trend that may be expected. The notes should be written so that they are suitable for use by less experienced staff. Include **two**

a) types of trend
b) examples of situations that may indicate a trend.

3 Describe the purpose and structure of an action plan.

4 Using your answer to Task C3, prepare an action plan based on providing a solution to a repeated failure of a CPU in an ICT workstation, which has led to major customer dissatisfaction.

Task D – Provide remote technical support

1 Using the ICT system and diagnostic tools provided, demonstrate to your assessor that you are able to run a remote diagnostic session. Make detailed notes of the process.

2 The following questions relate to the diagnosis of hardware and software faults on an ICT system.

a) Describe the **main** characteristics of a hardware fault that distinguish it from a software fault.
b) Describe the **main** characteristics of a software fault that distinguish it from a hardware fault.

3 Explain why structured testing is used during the troubleshooting process and describe **one** example of what might happen if it is not used.

4 Having obtained additional information on a fault, using structured testing, explain why the whole faultfinding and fault resolution should be done using structured techniques. Include in your answer **one** consequence of **not** using structured techniques.

Task E – Act in a coaching and mentoring role to a colleague

1 When dealing with customers, you realise that junior members of staff may not always be aware of the level of ICT knowledge that might be expected from callers requesting support. Look at the Caller Sheet, and write a brief note in the space provided to explain the role of the caller. State whether it is likely that the caller will have high, medium or low ICT practitioner skills.

2 A very important part of your role will be to provide coaching to junior staff. Describe **seven** points to consider when preparing, delivering and evaluating a coaching session to a junior colleague.

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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