

CFACC38

Deal with incidents through a contact centre



Overview

What this standard is about

Some contact centres have specific responsibilities for dealing with emergency contacts. This involves contacts where the person expects the contact centre to be immediately responsive. The work demands close attention to previously established procedures that are designed to identify what is needed as quickly and accurately as possible. That is followed by effective and controlled communication with those who can respond quickly and provide the help that has been requested.

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Performance criteria

You must be able to:

Handle incidents through a contact centre following organisational procedures

- P1 Respond to incoming contacts in a calm and controlled manner
- P2 Record the contact in an incident log for use throughout management of the incident
- P3 Gather and record information from the contact following organisational procedures
- P4 Follow organisational procedures to assess and prioritise reported incidents
- P5 Pass accurate and concise contact information to those responsible for incident actions following organisational procedures
- P6 Respond to requests for information or further incident management actions from those taking action
- P7 Follow organisational procedures to give advice to incoming contacts
- P8 Respond to changing circumstances in an incident by escalating incident response when appropriate following organisational procedures

Use communication systems to deploy resources in incident management

- P9 Follow organisational procedures when communicating with external organisations and agencies regarding an incident
- P10 Use voice or data options to communicate with those actioning incidents
- P11 Follow agreed and accepted conventions of style and approach when using different communication media during incident management
- P12 Use standard wording and codes when communicating with those actioning incident management

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Knowledge and understanding

You need to know and understand:

- K1 The incident management services offered by the contact centre
- K2 The command structure used by emergency services and/or utility companies
- K3 Organisational requirements and external regulation or legislation that impact on incident management through a contact centre
- K4 Organisational procedures for handling reported incidents and how they can be accessed
- K5 Organisational procedures for recording information in an incident log
- K6 What information is relevant to those actioning incident management and to external organisations and agencies that become involved
- K7 The purpose and use of decision paths for obtaining information from contacts
- K8 How to determine the nature of response to a contact and the appropriate allocation of resources to that response
- K9 When and how to communicate with external organisations and agencies
- K10 How to maintain control of a conversation
- K11 How to identify potential major/critical incidents
- K12 The boundaries of a contact incident that justify actions being escalated to different levels of response
- K13 The organisational procedures for responding to potential major/critical incidents
- K14 The nature and limits of instructions and advice that can be passed on to a contact reporting an incident
- K15 How and when to use communication technology in incident management
- K16 Standard wording and codes used by the organisation when dealing with incident management
- K17 Techniques for assessing and prioritising incidents
- K18 Techniques for coordination of information and communication technology
- K19 The type and extent of resources available for deployment in incident management

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