

CFACC40

Manage Incident Management Systems in a contact centre



Overview

What this standard is about

Many contact centres handle contacts reporting an incident and requiring work with the emergency services and/or utilities. These contacts generally involve an exchange between a person who expects the contact centre to be immediately responsive and somebody wishing to pass on accurate and complete information as quickly as possible. These incidents are handled by staff with varying levels of discretion and authority to ensure that the contact centre's services are delivered effectively and efficiently. Calls requiring incident management can be very complex and organisational procedures should attempt to cover all the possibilities that might be faced. All of these processes must be managed through guidance for those operationally involved, review of incident management effectiveness and strategy review and development.

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Performance criteria

You must be able to:

Provide control and guidance to ensure effective incident management through a contact centre

- P1 Monitor the handling of contacts leading to incident management needs to ensure compliance with organisational procedures
- P2 Monitor incident management resulting from contacts with the contact centre
- P3 Analyse monitoring data about the handling of contacts and incident management
- P4 Take management actions to address any operational issues presented by analysis of monitoring data

Review the effectiveness of incident management in the contact centre

- P5 Identify the boundaries of procedures to deal with contacts requiring incident management
- P6 Consult colleagues regarding the effectiveness and need for development in incident management procedures
- P7 Identify records and metrics that demonstrate the performance of incident management systems in the contact centre
- P8 Review the effectiveness of the management of active incidents by the contact centre
- P9 Make recommendations for retention of procedures that work well and changes to procedures that need improvement in relation to incident management by the contact centre
- P10 Work with colleagues to implement agreed changes in incident management procedures

Contribute to the development of organisational strategy in a contact centre

- P11 Identify aspects of organisational strategy affected by or impacting on incident management in the contact centre
- P12 Collate evidence of the need for changes in incident management to assess their implications for organisational strategy
- P13 Work with colleagues to develop recommendations for ongoing review of organisational strategy to take account of developments in incident management by the contact centre

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Knowledge and understanding

You need to know and understand:

- K1 The services offered by the contact centre leading to incident management
- K2 Organisational requirements and external regulation or legislation that impact on incident management through a contact centre
- K3 Organisational procedures and guidelines for dealing with contacts leading to incident management
- K4 What resources are available to be deployed for incident management
- K5 Methods of monitoring contact handling leading to incident management
- K6 Techniques for analysing data and metrics relating to the handling of contacts leading to incident management
- K7 Ways of assessing the effectiveness of incident management in a contact centre
- K8 The importance of defining clearly the boundaries of procedures dealing with incident management and contact centre responsibilities in that regard
- K9 The importance of consultation with colleagues regarding possible changes in procedures
- K10 Techniques for reviewing the effectiveness of incident management
- K11 Organisational strategy relevant to incident management by the contact centre

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