
Overview

What this unit 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 immediate attention and somebody wishing to pass on accurate and complete information as quickly as possible. These contacts 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 operational requirements must be coordinated and must be underpinned by sound strategy.

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Coordinate and develop strategy for incident management by a contact centre

Performance criteria

You must be able to:

Develop organisational strategy for incident management by the contact centre

- P1 Identify aspects of organisational strategy that impact on contact centre management of incidents
- P2 Define the key strategic aims of the incident management service offered by the contact centre
- P3 Consult colleagues to assess the implications of bringing together incident management strategy and organisational strategy
- P4 Devise a strategy for incident management that informs operational policies and procedures
- P5 Ensure that all appropriate colleagues are briefed and fully informed about incident management strategy

Develop and implement organisational procedures for incident management in a contact centre

- P6 Convert key strategic objectives of incident management into operational objectives and work flows
- P7 Consult colleagues involved in incident management operations about the practicalities needed for incident management procedures
- P8 Draft incident management procedures that include checks and balances to ensure they are followed
- P9 Test draft procedures to identify operational needs for adjustments
- P10 Finalise and agree incident management procedures

Coordinate and control use of organisational procedures

- P11 Work with colleagues who have responsibility for incident management to monitor use of organisational procedures
- P12 Interpret the results of monitoring incident management
- P13 Make recommendations and implement appropriate actions when monitoring indicates that procedures are not being followed or need updating

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Knowledge and understanding

You need to know and understand:

- K1 The services offered by the contact centre undertaking 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 incident management
- K4 Organisational strategy relevant to the operation of incident management through a contact centre
- K5 Techniques for defining key strategic aims of contact centre operations
- K6 The importance of consulting colleagues about the practicality of strategies that might be proposed
- K7 Techniques for briefing and informing colleagues about operational procedures
- K8 How to convert strategic objectives into practical operational objectives
- K9 The importance of including checks and balances in procedures to ensure that they are followed
- K10 Methods for testing procedures and making adjustments where appropriate

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