

## CFACC8

# Use specific features of contact centre systems and technology



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### Overview

#### What this standard is about

Contact centres use a variety of technology systems when dealing with customers. Computing, telephony and information management all play a part. To deal with simple customer contacts or to access simple information you are likely to have limited access to those systems and need to be familiar with their use for very specific purposes.

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### Performance criteria

*You must be able to:*

#### **Recognise the basic customer contacts handled by the contact centre**

- P1 Identify the categories of contact that you are authorised to handle and who to pass other contacts on to
- P2 Identify what you need to do if contact with the customer becomes too complex or difficult to respond to
- P3 Describe the steps in organisational procedures and guidelines needed to complete each type of contact
- P4 Identify the organisational systems and technology that support your handling of contacts

#### **Use contact centre systems and technology to carry out basic customer contact tasks**

- P5 Log into the appropriate technology system to deal with basic customer contacts
- P6 Follow defined pathways through the technology system to complete basic customer contact tasks
- P7 Use features of the telephony contact handling system to control basic customer contacts
- P8 Locate information on the system needed to complete a customer contact
- P9 Identify who you would need to refer to if you cannot complete the customer contact
- P10 Input information to the system following organisational procedures
- P11 Establish customer identity from information they give and validate it using information from the system
- P12 Identify who you would need to refer to if the information given cannot be validated

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### Knowledge and understanding

*You need to know and understand:*

- K1 Basic information about the services and/or products offered or supported by the contact centre
- K2 Regulation and legislation relevant to the contact centre's work with customers
- K3 Organisational procedures and guidelines for handling basic customer contacts
- K4 Which contacts you are authorised to handle
- K5 Who to pass contacts on to if they are outside of your authority limits
- K6 Procedures for logging on to the technology systems that you use
- K7 How to respond to prompts from the system indicating the pathway to be followed
- K8 Techniques for locating information on the contact centre system
- K9 Procedures for identification and validation of customer identity
- K10 Use of telephone equipment to handle contacts

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