Unit Title:	**Use specific features of contact centre systems and technology**
OCR unit number:	15
Level:	1
Credit value:	3
Guided learning hours:	12
Unit reference number:	F/503/0361

Unit aim and purpose

This unit is about understanding contact centre systems and technology and being able to use these to carry out customer contact tasks.

Learning Outcomes	Assessment Criteria
The Learner will:	**The Learner can:**
1 Be able to use contact centre systems and technology to carry out customer contact tasks	1.1 Log into the technology system that is appropriate for dealing with customer contacts 1.2 Follow defined pathways through the system to complete customer contact tasks 1.3 Use features of the technology contact handling system to control customer contacts 1.4 Locate information on the system needed to complete a customer contact 1.5 Identify to whom to refer when the customer contact cannot be completed 1.6 Input information into the system in accordance with organisational procedures 1.7 Validate the customer's identity from information given and information held on the system
2 Understand contact centre systems and technology	2.1 State the organisational procedures and guidelines for handling customer contacts 2.2 List the products and/or services offered or supported by the contact centre 2.3 List the regulation and/or legislation relevant to the contact centre's work with customers 2.4 State to whom to pass contacts when they are outside the limits of their authority or the customer contact is too difficult to handle 2.5 State the procedures for logging onto the technology systems 2.6 State how to respond to prompts from the system indicating the pathway to be followed 2.7 State how to use systems and technology to handle customer contacts 2.8 Identify the categories of customer contacts that they are authorised to handle

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Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ).

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications' (A850)* on the OCR website www.ocr.org.uk .

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