|  |  |
| --- | --- |
| Title | **Perform basic computer functions related to the call center operations** |
| Level | **2** | **Credits** | **21** |

|  |  |
| --- | --- |
| Purpose | This module aims to educate the trainee about the basic knowledge of peripheral devices, system log on/off procedure, software applications, lodge customer complaint, and troubleshoot basic system errors. |

|  |  |
| --- | --- |
| Classification ISCED | 0611 Computer use |

|  |  |
| --- | --- |
| Available grade | Competent / Not yet competent |

|  |  |
| --- | --- |
| Modification history | N/A |

|  |  |  |
| --- | --- | --- |
| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **A1**. Understand and demonstrate procedure for the use of peripheral devices, learn keyboard short keys and log on/off function | **P1**. Recognize and manage use of peripheral device(s)**P2**. Use computer short keys / functions**P3**. Perform system check and log on/ off procedure to initiate system start-up or shut-down | **K1**. Identify and learn the different types of input/output (peripheral) devices for e.g. computer mouse, keyboard, headset, monitor, USB, CD ROM, Web cam, Scanner, Printer etc.**K2**. Understand and recognize keyboard and short keys**K3.** Understand and describe the log on/off at the beginning/ end of shift |
| **A2**. Learn the importance and use of call center software/ applications. | **P1**. Operate the call center “specific” software (CRM) or tools (CLI).**P2**. Manage customer data and customer interaction.**P3.** Access / retrieve customer information for use within the software.**P4.** Enhance your productivity and organizational targets by concentrating on the KPI’s. | **K1**. Identify different types of existing CRM(s) used in various types of call centers.**K2**. Recognize and learn to manage the steps involved in customer database retrieval, editing, saving etc.**K3.** Know the importance of KPI and how it can benefit the agent in improving his/her performance. |

|  |  |  |
| --- | --- | --- |
| **A3**. Record/ report customer complaint | **P1**. Launch customer complaint.**P2**. Relay customer complaint to the relevant department.**P3**. Prioritize customer complaint as per organisational SOP(s). | **K1.** Understand how a customer complaint is launched.**K2**. Know how the complaint is relayed to the relevant department for further action**K3**. Comprehend the importance of prioritizing customer complaint as per organizational SOP(s). |
| **A4**. Troubleshoot system errors | **P1.** Troubleshoot screen freeze by restarting system or use task manager.**P2**. Isolate the problem by determining the possible reason e.g. if the cursor is not moving check the mouse/ perform the cable check, CPU ports etc.**P3**. Rectify port issues and ensure proper cable connectivity**P4.** Use the system through the keyboard/ short keys in case the mouse is not working | **K1**. Understand and define troubleshooting**K2**. Recognise error codes/messages displayed on screen and take notes**K3.** Know to operate the system through the keyboard/ short keys in case mouse is not working |