Learner Workbook

LP6:
Contact Centre Service Levels and Statistical Data

Learner Name and Surname	
Learner ID	
Company / Branch	
Date	
Learner Signature	

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Class Activities

During and after the initial training the learner will be required to complete a number of activities. These activities will be both individual and group activities (class activities formative activities). The activities are numbered and are to be included in the learner's portfolio of evidence. These activities will measure the progress of the learner through the programme. For authenticity reasons these activities must be handwritten.

		10313.1
	Class Activity 1: Company specific service levels	10313 EEK1
	Complete the following in small groups / individually as per the instructions from your facilitator:	10313 EEK3
		10313 EEK4

1. In your small group, discuss and list all the things that you think have an influence on the Contact Centre Service Levels

2. What information would you need from the MIS to manage Service Levels in your Contact Centre?

Learner Signature	Date

3. Explain the purpose of Service Levels

4. List some measures for the following Contact Centre Metrics

Quality Measures	
Service Measures	
Efficiency Measures	

Place any extra evidence after this page, clearly marked for easy reference.

Learner Signature	Date

	Class Activity 2: Meet and maintain service levels Complete the following in small groups / individually as per the instructions from your facilitator:	10313.2 10313 EEK2

1. Choosing relevant company specific service levels to measure also depends on the stakeholders that use this information. Provide examples of stakeholders at your company:

2. List some applications that can add value to your contact centre

3. In your small groups brainstorm reasons for businesses to create a contact centre

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4. Explain how targets are measured in the Contact centre

5. Identify key areas of training for Contact Centre Staff

Place any extra evidence after this page, clearly marked for easy reference.

Learner Signature	Date

	Class Activity 3: Retrieve statistical data Complete the following in small groups / individually as per the instructions from your facilitator:	10322.1 10322 EEK1 10322 EEK3 10322 EEK4 10322 EEK5

1. In your small groups, discuss and explain how you would measure quality of calls and customer satisfaction

2. Which systems will provide you with statistical data from your call centre?

3. Explain what Call statistics are and where would you source this from?

4. Explain the benefits of Call Statistics

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5. Explain what FCR is

6. How would you retrieve data from your database?

7. How can you be sure the data is accurate?

8. Data Classification is part of Information Lifecycle Management and answers which questions?

9. What are the steps to data classification?

Learner Signature	Date

10. Open MS Excel. Create the following table

	A	B	C	D
1		Mark	Sally	James
2	Calls Received	50	52	52
3	Converted to Sales	70%	77%	80%
4				
5				

- Create a column graph for the data
- Save the document as Stats
- Close Excel

11. Request your colleague to complete the following, as evidence that you have completed the above tasks:

Learner name:		Date:	
Did the learner:		Yes	No
Create the table			
Create a column graph			
Save the documents			
Close Excel			

Colleague Name	
Colleague Signature	
Colleague Designation	
Colleague Contact Details	
Learner Signature	
Facilitator Signature	

Place any extra evidence after this page, clearly marked for easy reference.

	Class Activity 4: Correlate statistical data Complete the following in small groups / individually as per the instructions from your facilitator:	10322.2 10322 EEK2 10322 EEK4

1. Explain the three stages of the data mining process

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2. In your small groups design a contact centre dashboard (this should be graphical)

3. Discuss and explain what type of information should be presented on your dashboards

4. What steps would you follow to design a dashboard?

Place any extra evidence after this page, clearly marked for easy reference.

Learner Signature	Date

	Reflection Individually complete the following:	10313 10322

The purpose of reflection is for you to consider what you have learnt and how you will use it in the future. Answer the following questions as honestly as you can:

1. After the training programme, I can now (tick):
    - ☐ Demonstrate an understanding of company specific service levels
    - ☐ Meet and maintain service levels
    - ☐ Retrieve statistical data
    - ☐ Correlate statistical data

2. How would you apply what you have learnt during this skills programme in the workplace?

_____

_____

_____

_____

3. What was the most significant thing you have learnt in this programme?

_____

_____

_____

4. What do you think you still need to learn more about? (Action Plan)

_____

_____

_____

5. What did you enjoy most about the training?

_____

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6. If there was something about the training that you could change, what would it be?

_____

_____

_____

	Facilitator Observation Checklist The facilitator needs to provide feedback on the participation of each learner in the class:	10313 10322
The purpose of the facilitator observation checklist is to provide the learner with feedback about his/her participation during the formative class activities and also to highlight the observed strengths and perceived weaknesses that the learner displayed during the workshop and/or learning programme. The facilitator is required to complete the Facilitator Observation checklist for each learner in his/her Learner Workbook. The learner needs to sign-off the document to confirm that he/she has received the observation feedback.		

Learner Name		**Facilitator Name**		**Date**	

Class Activity	**Group / Individual**	**Completed** ✓✗	**Participation**			**Comments on perceived strengths and weaknesses of the learner**
			☺	😐	☹	
1. Company specific service levels						
2. Meet and maintain service levels						
3. Retrieve statistical data						
4. Correlate statistical data						

Learner Signature	Date

Class Activity	Group / Individual	Completed ✓✗	Participation			Comments on perceived strengths and weaknesses of the learner
			☺	☹	☹	
5. Reflection	Individual					

Has the learner sufficiently demonstrated application of the following CCFO's during the facilitated session?			
CCFO1: N/A	**CCFO2:** Work effectively with others in the achievement of service level requirements	**CCFO3:** Organise and manage oneself and activities responsibly and: effectively in responding to and achieving service level requirements logically so that information retrieved and correlated is correct	**CCFO4:** Collect, analyse, organise and critically evaluate: information pertaining to the compliance of service levels Contact Centre data and statistics
Yes / No	Yes / No	Yes / No	Yes / No
CCFO5: Communicate effectively: by demonstrating an application of the understanding of relevant service level agreements in relevant medium desired by client when presenting statistical data to others	**CCFO6:** Use science and technology effectively in order to collect and present statistical data	**CCFO7:** Demonstrate an understanding of the world as a set of related systems by recognising the meeting and maintenance of service levels impact on the overall success of the organisation	**CCFO8:** The learner is aware of the importance of: developing entrepreneurial opportunities while complying with service levels
Yes / No	Yes / No	Yes / No	Yes / No

Statement by the facilitator: The learner has demonstrated sufficient knowledge and skill during class to proceed with the summative assessment *(circle)*	**Yes**	**No**	**Additional comments:** (optional)

Learner Signature		**Facilitator Signature**	

Learner Signature	Date

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Facilitator Observation Checklist

Learner Signature	Date