Learner Workbook

LP8:
Implement Contact Centre Activities

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

SAQA ID 10328: Implement and co-ordinate Contact Centre activities in a commercial environment;
NQF Level 4, 18 Credits

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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.

	Class Activity 1: Monitor the benchmarks Complete the following in small groups / individually as per the instructions from your facilitator:	10328.1.1 10328.1.2 10328 EEK1 10328 EEK2 10328 EEK3 10328 EEK4 10328 EEK5

1. The main purpose of performance measures is to ensure the call centre is meeting its goals and objectives and that all personnel are achieving their work potential. In your small groups discuss and list the top three performance measures used in your own organisations

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2. Explain what Benchmarking is and why it is important:

3. In your small groups, identify the Human Resource and Efficiency benchmarks you use at your own organisations

4. Identify the differences between sales and service benchmarks

Typical Service Call Centre Measures	Typical Sales Call Centre Measures

5. What mechanisms would you use to do benchmark the quality aspect of an agent's work?

6. There are a broad range of questions that can be raised in the requirements gathering session. In your groups, identify a list of questions you believe should be used to help elicit the information you need

7. In your small groups, brainstorm and come up with a list of technologies that you believe must be in a Contact Centre

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8.   In your small groups, discuss and list the benefits of Call Centre Monitoring

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

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	Class Activity 2: Monitor and report on calls into and out of a Contact Centre Complete the following in small groups / individually as per the instructions from your facilitator:	10328.1.3 10328.1.4 10328.1.5

1. In your small groups, brainstorm and design a Quality Monitoring process for your Contact Centre

2. Explain how you provide feedback from the monitoring process to your agents

3. How much detail must you include in your feedback to the following audiences?

Agent	
Manager	
Supervisors	

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

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	Class Activity 3: Collate types of queries, questions and comments received	10328.2
	Complete the following in small groups / individually as per the instructions from your facilitator:	

1. In your small groups create guiding principles for the dissemination of performance data for your contact centre

2. List the ways you would categorise your information

3. Provide the metrics that will be used to help agents and supervisors know the following:

Agent : Am I where I am supposed to be?	
Supervisor: Where is my staff?	
Agent: Are we overstaffed?	
Supervisor: Where should my staff be?	

4. Report templates are divided into two categories. Identify the categories and describe each of them

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

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	Class Activity 4: Review and analyse Contact Centre activities	10328.3.1
	Complete the following in small groups / individually as per the instructions from your facilitator:	10328.3.2 10328 EEK6 10328 EEK7

1. Create a list of questions you would use in an informal interview to help you analyse the situation

2. Follow the facilitator's instructions to complete the Problem-solving exercise.

Discussion:

3. In your small groups list the skills you believe planners need to have or develop

4. Explain what Continues Process Improvement is

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

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	Class Activity 5: Streamline Contact Centre activities Complete the following in small groups / individually as per the instructions from your facilitator:	10328.3.3 10328.3.4 10328.3.5

1. Explain what streamlining is and why would we use it in the Contact Centre?

2. Explain how you would get started with streamlining the contact centre

3. Explain the impact of correctly implemented streamlining in the Contact Centre

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

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Reflection Individually complete the following:		10328

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):
   - ☐ Monitor calls into and out of a Contact Centre
   - ☐ Collate types of queries, questions and comments received
   - ☐ Streamline Contact Centre activities

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

_____

_____

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

_____

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

_____

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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?

_____

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	Facilitator Observation Checklist The facilitator needs to provide feedback on the participation of each learner in the class:	10328
	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. Monitor the benchmarks						
2. Monitor and report on calls into and out of a Contact Centre						
3. Collate types of queries, questions and comments received						
4. Review and analyse Contact Centre activities						

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

Has the learner sufficiently demonstrated application of the following CCFO's during the facilitated session?			
CCFO1: Identify and solve problems within the context of streamlining operations in which responses display that decisions using critical and creative thinking have been used	**CCFO2:** Work effectively with others as a member of a team in organising collation activities	**CCFO3:** Organise and manage one's activities when planning monitoring activities and streamlining plans	**CCFO4:** Collect, analyse and critically evaluate client information to enhance activities conducted
Yes / No	Yes / No	Yes / No	Yes / No
CCFO5: Communicate effectively when providing feedback	**CCFO6:** Use science and technology effectively in effecting optimism and monitoring procedures	**CCFO7:** N/A	**CCFO8:** N/A
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**	

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