**10348 Knowledge Assessment**

**NQF 2 Contact Centre Support ID 71490 LP 73269**

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| **Name:** |  |
| **ID Number:** |  |
| **Workplace:** |  |
| **Region:** |  |
| **Date:** |  |
| **Signature (to verify this is my own work)** |  |

**Marking Grid: (For Office Use ONLY)**

|  |  |  |
| --- | --- | --- |
| **SECTION** | **TOTAL** | **Learner Achievement** |
|  |  |  |
|  | **40** | **%** |

|  |  |
| --- | --- |
| **Marked By:** |  |
| **Date:** |  |
| **Competent** | **Not Yet Competent** |
| **Assessor Sign off:** |  |
| **Notes:** |  |
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| **Identify and respond to customer needs in a Contact Centre** | **10348** |
| 1. Identify and list the 8 parts of the structure of a call: (Contact Centre telephone methods and techniques) | 10348 EEK1 |
| **(8)** | |

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| 2. Why is it important that you have a good understanding of Contact Centre procedures, guidelines and policies? | 10348 EEK3 |
|  | **(2)** |