**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)**  |