**13872 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)

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| --- | --- | --- |
| **SECTION**  | **TOTAL**  | **Learner Achievement**  |
|  |  |  |
|  | **25**  | **%**  |

|  |  |
| --- | --- |
| **Marked By:**  |  |
| **Date:**  |  |
| **Competent**  | **Not Yet Competent**  |
| **Assessor Sign off:**  |  |
| **Notes:**  |  |
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1. Define a contact centre and tell us why we need them in companies today? {3}

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1. List three types of contact centres: {3}

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1. Contact Centres use four channels of communication to carry out basic daily functions. List

 three types of communication channels? {3}

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1. List and explain three elements required in a contact centre: {6}

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1. Name two key responsibilities of a customer service representative. {2}

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1. Please answer the following questions by circling TRUE or FALSE on the statements below:

 A good Customer Service Representative needs to take ownership of problems.

##  TRUE FALSE {1}

 A good Customer Service Representative leaves all decisions to their team leader to make.

 TRUE FALSE {1}

 Outbound calls are received from agents

##  TRUE FALSE {1}

1. List 5 points that relate to the code of conduct that an agent should follow: {5}

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1. Decide whether each of the following calls is inbound or outbound: {6}

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| **Call**  | **Inbound or Outbound**  |
| Marketing (insurance)  |  |
| Customer Care (medical)  |  |
| Telesales (wine)  |  |
| Collecting debt for unpaid bills (retail store)  |  |
| Placing bets (horse racing)  |  |
| Customer complaints (banks)  |  |

1. Explain why South Africa is a good investment for overseas Contact Centres. {3}

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1. List and explain the benefits from working in a contact centre with a positive culture.

##  {5}

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| **BENEFIT**  | **REASON**  |
|     |   |
|     |   |
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1. Explain the difference between historical and real-time reports. {2}

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1. Explain the function and use of the following contact centre technology: {4}

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| **ACD**  |        |
| **Third party CTI**  |        |
| **Interactive Voice Response**  |        |
| **Speech recognition**  |        |