

Pearson LCCI

Certificate in Contact Centre Skills (VRQ)

**Level 2: Handling Inbound and Outbound Calls
Sample Practical Call Assignment**

Sample assessment material for first teaching
June 2008
Time: 1 hour

Paper Reference

ASE10174

You do not need any other materials.

Turn over ►

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Scenario Sheet to be used by 'customer' (Assessor)

INCOMING CALL – CUSTOMER QUERY

(e.g. An existing customer calling to query an order made recently)

Syllabus Sections Assessed

- Handling Incoming Calls Requesting Routine Product or Service Advice/Support
- Call Handling Techniques
- Actions Associated with Call Handling

During the scenario the 'customer' is expected to:

- Following greeting from candidate, apologetically explain reason for call (e.g. placed an order recently but not sure if the best product/service was selected; sorry for the bother etc.)
- Ask for a confirmation of the product / service ordered and an explanation of the features and cost (e.g. please check which product/ service ordered and remind me of how it works/ what it does etc.)
- Still express uncertainty about the suitability of the product/service ordered and express the consideration of cancelling the order (e.g. I am just still not sure that it will meet my needs; might be best to cancel etc.)
- Willingly answer questions on personal needs if asked by the candidate
- Digress from the point of the call (e.g. by recounting other instances where he/she has been indecisive)
- Confirm satisfaction with the product already ordered (provided that the candidate has satisfactorily matched his/her needs to the product features and given convincing reasons to keep the order)
- Ask questions to get candidate to explain why the product may be suitable for his/ her needs (only if candidate did not satisfactorily convince of reasons to keep the order)
- Ask for delivery date to be changed, when asked if any further assistance needed
- Thank the candidate for helping

Note:

- Centre should set up details of the previous call and order in the database so that the candidate can look up (e.g. to see what product/service was previously ordered and the set date for delivery). Candidate will also need to have information on the features and benefits of the specific product beforehand.
- Candidate must verify customers' identity in line with security procedures (customer account number, name and address, password, etc.) before providing information from the database.
- Candidate should reassure customer that it is not a problem and be willing to help
- Candidate should use appropriate questioning techniques (e.g. probing or open questions) to gather information on customers' needs and to control the call (closed questions) as the customer starts to digress
- Candidate need to be aware of all the relevant procedures beforehand

Evidence requirements

1. Screen print – logging the call in the database
2. Screen print – entry of new delivery date into database