

Level 3 Certificate in Contact Centre Supervisory Skills



International
Qualifications from EDI

Sample Assessments

Effective from: 1 June 2008

CERTIFICATE IN CONTACT CENTRE SUPERVISORY SKILLS

UNIT 1 SAMPLE PAPER

LEADING AND MANAGING PEOPLE AND RESOURCES

LEVEL 3

Time allowed: 15 minutes

You need

- This test paper
- An answer sheet
- An HB pencil
- An eraser

You may NOT use a dictionary

Do NOT open this paper until you are told to do so by the supervisor.

There are 10 questions in this sample paper

Total marks available: 10

Try to answer ALL the questions

INSTRUCTIONS

- Make sure your personal details are entered correctly on the candidate answer sheet
- Read each question carefully and choose the correct answer – A, B, C or D
- Enter your answers on the candidate answer sheet using an HB pencil
- Make sure you only mark **one** answer for each question and that you completely fill the circle
- If you make a mistake, make sure you erase it completely
- Only complete as many answers as there are questions
- At the end of the test hand the question paper, your answer sheet and all notes to the supervisor

- 1 For team empowerment to be effective, the team leader needs to
 - A pass on all tasks to the team to complete without his/her input
 - B ensure that all team members are dedicated and committed to the organisation
 - C act as a facilitator and a coach to encourage team involvement
 - D act as a counsellor and mentor to guide the team

- 2 Which one of the following could prevent team development?
 - A A dominating team member
 - B Financial incentives
 - C Young team members
 - D An inexperienced team member

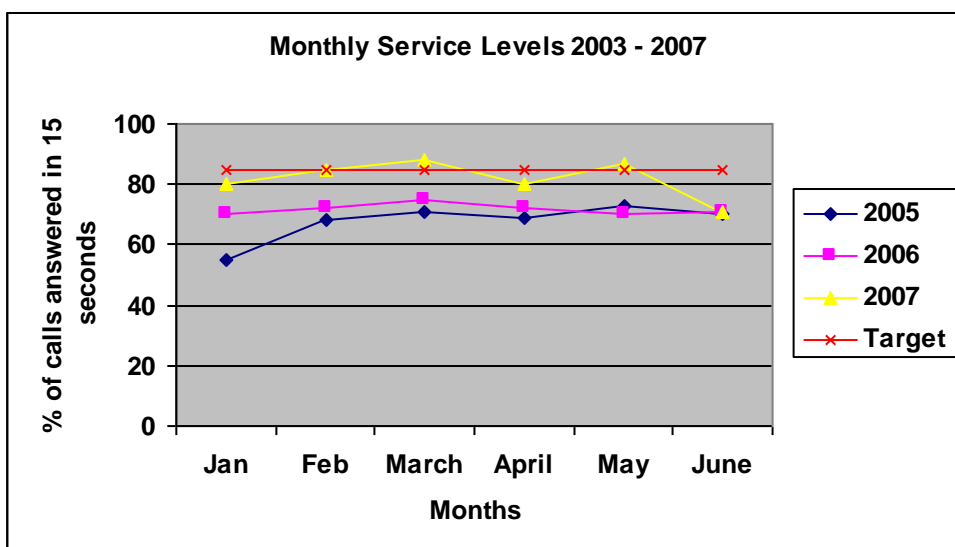
- 3 You praise a member of your team for the way he confidently communicates with callers but tactfully point out that at times he is hesitant when discussing technical details. You then suggest ways to improve his technical knowledge. This type of feedback is known as
 - A destructive
 - B constructive
 - C fair
 - D inappropriate

- 4 Which one of the following is **not** a Key Performance Indicator (KPI)?
 - A First Resolution Rate (FRR)
 - B Average Speed of Answer (ASA)
 - C Manual Caller Despatch (MCD)
 - D Average Handle Time (AHT)

- 5 Customer segmentation can assist a sales team to
 - A organise and store accurate sales records
 - B evenly share projected sales targets
 - C identify which products to sell each month
 - D effectively target new or existing customers

- 6 To prevent unnecessary eye strain while working long hours in front of a computer it is important that you
- A wear adequate anti-glare glasses
 - B adjust the position of the monitor every hour
 - C adjust the contrast and brightness settings on your computer
 - D take regular breaks away from your workstation
- 7 Analysis of Average Speed of Answer (ASA) can be used within a contact centre to assist with
- A planning future sales drives
 - B forecasting staffing requirements
 - C identifying the average call handling time
 - D predicting prospective call rates
- 8 You receive a call from a customer who wants to change the payment terms on her husband's personal account. Under Data Protection regulations you should
- A politely explain that you cannot discuss any details of her husband's account
 - B ask her the standard security questions before completing her request
 - C complete her request and confirm the changes by letter
 - D check to see that she has obtained verbal authorisation from her husband

Refer to the graph below to answer questions 9 and 10.



- 9 Which of the following is **not** a possible reason for the result in January 2005?
- A Too many staff on holiday
 - B Poor adherence to schedule
 - C Low average call handling time
 - D Poor estimation of call volumes during planning
- 10 The target service level was not achieved in the months of
- A January and February
 - B January, April and June
 - C February, March and May
 - D March, April and May

EDUCATION DEVELOPMENT INTERNATIONAL PLC
LCCI IQ CERTIFICATE IN CONTACT CENTRE SUPERVISORY SKILLS
SAMPLE PAPER
LEVEL 3
MARKING SCHEME

Question	Key
1	C
2	A
3	B
4	C
5	D
6	D
7	B
8	A
9	C
10	B

LCCI Level 3 Certificate in Contact Centre Supervisory Skills

Unit 2: Handling Non-Routine and Complex Calls

Sample Practical Call Assignment

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

INCOMING CALL - COMPLEX CUSTOMER REQUEST

(e.g. A caller contacting the organisation on behalf of the account holder and insisting on a service which can only be provided to the account holder themselves)

Syllabus Sections Assessed

- Handling Incoming Calls for Non-Routine Customer Problems/Requests
- Call Handling Techniques
- Follow-up Actions to Call Handling

During the scenario the 'customer' (i.e. Assessor) is expected to:

- Make it clear that they are ringing on behalf of another person, and provide all requested details of the other person
- Request record changes on behalf of the other person
(e.g. change of address, change of billing arrangements, request for confidential information about the account, order on someone else's behalf etc)
- Maintain an expectation that request will be actioned
- Ask assertively for explanation when told request cannot be actioned
(e.g. why cant it be done since they are married to the account holder)
- Object to initial solution to the request
(e.g. become unreasonable and unhelpful until the candidate offers at least 2 alternative solutions)
- Agree to the most satisfactory solution and request relevant follow-up activities to confirm solution
(e.g. email or writing)
- Digress
(e.g. did not realise request was not possible, had done it with other organisations)
- Thank candidate for the help given and confirm they would be checking that the correct information had been provided.

Note

- Centres should develop other scenarios in which no-one other than the account holder can undertake the actions being requested, as in the example above
- Centres must ensure that the candidate can offer some solutions so that the customer feels help is being given
- *(eg opening another account, agreeing to write to or email the account holder to gain authority to undertake the action)*
- Candidate must explain that the organisation has to comply with Data Protection regulations so they can only make changes requested by the account holder
- Candidate should use appropriate questioning techniques (eg. closed questions) to control the call (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 Email or letter - to account holder

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and performance