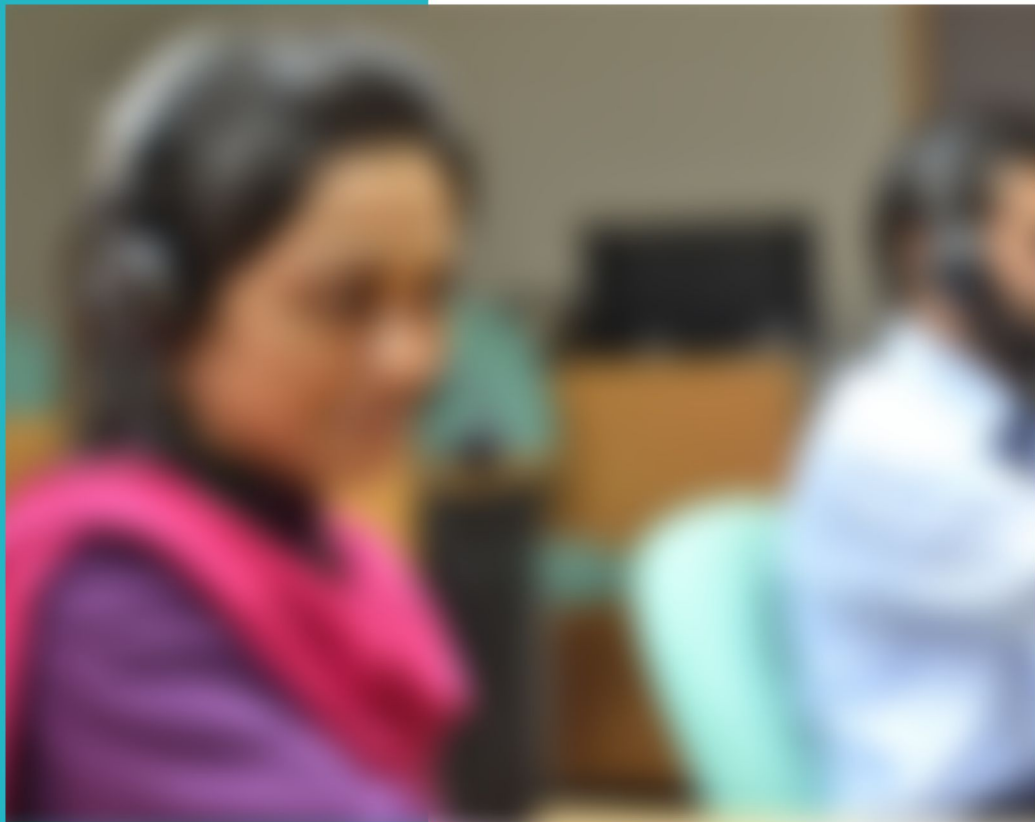


CALL CENTER AGENT



ASSESSMENT PACKAGE
National Vocational Certificate Level 3

Version 1 - July 2013



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Deutsche Gesellschaft
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Zusammenarbeit (GIZ) GmbH



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Document Version

July, 2013

Islamabad, Pakistan

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ASSESSMENT MATERIAL EVIDENCE GUIDE	<h1>PERFORM BASIC COMPUTER FUNCTIONS RELATED TO THE CALL CENTRE OPERATIONS</h1>
Qualification Call Centre Agent CS Code: Level: 3 Credit: 21 Version: 1	

CONTENTS	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgment Guide 4. List of required tools/equipment, material and context of assessment
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ASSESSMENT AND ASSESSOR DETAILS	Competent <input type="checkbox"/> Not Yet Competent <input type="checkbox"/>																			
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CANDIDATE DETAILS	Candidate's Name <small style="margin-left: 100px;">First Name</small> <small style="margin-left: 200px;">Last Name</small>
	Father's Name
	Institute Name and District
	CNIC/BFORM # <table border="1" style="display: inline-table; width: 150px; height: 20px; vertical-align: middle;"></table>
	Registration Number issued by Assessment Body
	Gender Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
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	Candidate's Signature

ASSESSMENT RESULTS SUMMARY FORM	You can use this coversheet as an <i>Assessment Results Summary Form</i> . Simply post a photocopy of this completed coversheet to NAVTTCC
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1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
NATURE OF ACTIVITY	WRITTEN	ORAL	PORTFOLIO	OBSERVATION	DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: PERFORM BASIC COMPUTER FUNCTIONS RELATED TO THE CALL CENTRE OPERATIONS	COMPETENT	NOT YET COMPETENT
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Perform basic computer functions as a call centre agent related to the call centre operations. 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour** timeframe:

You are a call centre agent. You receive a call and a customer wants to report a complaint.

Perform the following task through a role play.

- Use call centre software to record and forward the customer complaint, while performing as a call centre agent.

Important Note: The following general performance criteria will be followed and performed in all the tasks (where applicable by the candidate in order to meet this standard :

- Follow precautionary procedures as per requirements of the given tasks
- Select, use and maintain equipment/ tools as per requirement of the task
- Report to supervisor in case of any emergency after taking necessary actions
- Complete the work by following sequence of the operations
- Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
1. Complete practical task of performing basic computer functions related to the call centre operations under observation by an assessor	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Use call centre software to record and forward the customer complaint, while performing as a call centre agent. <ul style="list-style-type: none"> ✓ Operate CRM software to interact with the customer, while performing as a call centre agent. ✓ Answer the call of the customer within the first three rings, while performing as a call centre agent. ✓ Greet the customer as per the policy, while performing as a call centre agent. ✓ Listen to the customer complaint to understand his/her problem, while performing as a call centre agent. ✓ Record the customer complaint in the database of the CRM software, while performing as a call centre agent. ✓ Prioritize and forward the customer complaint as per given SOPs/instructions, while performing as a call centre agent. • General Performance Criteria <ul style="list-style-type: none"> ✓ Follow precautionary procedures as per requirements of the given tasks ✓ Select, use and maintain equipment/ tools as per requirement of the task ✓ Report to supervisor in case of any emergency after taking necessary actions ✓ Complete the work by following sequence of the operations ✓ Perform task(s) within standard timeframe
2. Other requirements	<ul style="list-style-type: none"> • N/A
3. Answer any questions your assessor may have during the practical assessment	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application.</p>

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of performing basic computer functions related to the call centre operations under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Use call centre software to record and forward the customer complaint, while performing as a call centre agent.	Operated CRM software to interact with the customer, while performing as a call centre agent.			
	Answered the call of the customer within the first three rings, while performing as a call centre agent.			
	Greeted the customer as per the policy, while performing as a call centre agent.			
	Listened to the customer complaint to understand his/her problem, while performing as a call centre agent.			
	Recorded the customer complaint in the database of the CRM software, while performing as a call centre agent.			
	Prioritized and forwarded the customer complaint as per given SOPs/instructions, while performing as a call centre agent.			
General Performance Criteria	Followed precautionary procedures as per requirements of the given tasks			
	Selected, used and maintained equipment/ tools as per requirement of the task			
	Reported to supervisor in case of any emergency after taking necessary actions			
	Completed the work by following sequence of the operations			
	Performed task(s) within standard timeframe			
2. Other requirements	N/A			

3. Answer any questions the assessor may have during the practical assessment

Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.

Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.

4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Computer systems with CRM Software installed and Internet Connectivity (preferred DSL 2Mb)	5
2	Headsets (with microphone)	5
3	White Board	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1	Papers	1 rim
2	Pencils	5
3	Erasers	5
4	Sharpeners	5
5	Board markers	5
6	Dusters	5



ASSESSMENT MATERIAL EVIDENCE GUIDE	<h1>DEMONSTRATE KNOWLEDGE AND USE OF INTERNET/INTRANET</h1>																				
Qualification Call Centre Agent CS Code: Level: 3 Credit: 1 Version: 1																					
CONTENTS	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgment Guide 4. List of required tools/equipment, material and context of assessment																				
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1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: DEMONSTRATE KNOWLEDGE AND USE OF INTERNET/INTRANET		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Demonstrate knowledge and use of internet/intranet. 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour** timeframe:

- Search the online information related to the 'role of call centre agent' using search engine.
- Bookmark information found through online searching of the topic of 'role of call centre agent'.

Important Note: The following general performance criteria will be followed and performed in all the tasks (where applicable by the candidate in order to meet this standard :

- Follow precautionary procedures as per requirements of the given tasks
- Select, use and maintain equipment/ tools as per requirement of the task
- Report to supervisor in case of any emergency after taking necessary actions
- Complete the work by following sequence of the operations
- Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of demonstrating knowledge and using internet/intranet under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Search the online information related to the 'role of call centre agent' using search engine. <ul style="list-style-type: none"> ✓ Open internet browser already available in computer for the searching of online information related to the 'role of call centre agent'. ✓ Open search engine page in the internet browser for the searching of online information related to the 'role of call centre agent'. ✓ Enter keywords in the search box of the search engine for the searching of online information related to the 'role of call centre agent'. ✓ Filter online search results as per the requirement of online information related to the 'role of call centre agent'. • Bookmark information found through online searching of the topic of 'role of call centre agent'. <ul style="list-style-type: none"> ✓ Navigate to the pages you want to bookmark for the online information related to the 'role of call centre agent'. ✓ Click the bookmark button on the address bar to bookmark the pages of the online information related to the 'role of call centre agent'. ✓ Name the bookmarked pages of the online information related to the 'role of call centre agent'. ✓ Click done button to create bookmarks for the online information related to the 'role of call centre agent'. • General Performance Criteria <ul style="list-style-type: none"> ✓ Follow precautionary procedures as per requirements of the given tasks ✓ Select, use and maintain equipment/ tools as per requirement of the task ✓ Report to supervisor in case of any emergency after taking necessary actions ✓ Complete the work by following sequence of the operations ✓ Perform task(s) within standard timeframe
<p>2. Other requirements</p>	<ul style="list-style-type: none"> • N/A
<p>3. Answer any questions your assessor may have during the practical assessment</p>	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application.</p>

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of demonstrating knowledge and using internet/intranet under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Search the online information related to the 'role of call centre agent' using search engine.	Opened internet browser already available in computer for the searching of online information related to the 'role of call centre agent'.			
	Opened search engine page in the internet browser for the searching of online information related to the 'role of call centre agent'.			
	Entered keywords in the search box of the search engine for the searching of online information related to the 'role of call centre agent'.			
	Filtered online search results as per the requirement of online information related to the 'role of call centre agent'.			
Bookmark information found through online searching of the topic of 'role of call centre agent'.	Navigated to the pages you want to bookmark for the online information related to the 'role of call centre agent'.			
	Clicked the bookmark button on the address bar to bookmark the pages of the online information related to the 'role of call centre agent'.			
	Named the bookmarked pages of the online information related to the 'role of call centre agent'.			
	Clicked done button to create bookmarks for the online information related to the 'role of call centre agent'.			
General Performance Criteria	Followed precautionary procedures as per requirements of the given tasks			
	Selected, used and maintained equipment/ tools as per requirement of the task			
	Reported to supervisor in case of any emergency after taking necessary actions			
	Completed the work by following sequence of the operations			
	Performed task(s) within standard timeframe			
2. Other requirements	N/A			

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Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.

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2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Computer systems with headsets (with microphone) and internet connectivity (preferred DSL 2Mb)	5
2	White Boards	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1	White board markers	5
2	Dusters	5



ASSESSMENT MATERIAL EVIDENCE GUIDE	<h2 style="margin: 0;">EXECUTE THE ROLE OF A CALL CENTRE AGENT</h2>																																															
Qualification Call Centre Agent CS Code: Level: 3 Credit: 29 Version: 1																																																
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ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: EXECUTE THE ROLE OF A CALL CENTRE AGENT		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Perform as a call centre agent. 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **two hours** timeframe:

You are a call centre agent. You receive two calls. In first call, you have to put the customer on hold. In second call, you have to tackle an enraged/difficult customer and find a solution of his/her complaint.

Perform following tasks through this role play.

- Put the customer on hold with due procedure as a call centre agent.
- Tackle an enraged/difficult customer as an all centre agent.

Important Note: The following general performance criteria will be followed and performed in all the tasks (where applicable by the candidate in order to meet this standard :

- Follow precautionary procedures as per requirements of the given tasks
- Select, use and maintain equipment/ tools as per requirement of the task
- Report to supervisor in case of any emergency after taking necessary actions
- Complete the work by following sequence of the operations
- Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of executing the role of a call centre agent under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Put the customer on hold with due procedure as a call centre agent. <ul style="list-style-type: none"> ✓ Apologise the customer for putting him on hold, while performing as a call centre agent. ✓ Inform the customer the reason of putting him on hold, while performing as a call centre agent. ✓ Ask permission from the customer before putting him on hold, while performing as a call centre agent. ✓ Inform your customer about the time of holding call, while performing as a call centre agent. ✓ Get back to the customer after hold, apologise and thank the customer for holding the line, while performing as a call centre agent. • Tackle an enraged/difficult customer as an all centre agent. <ul style="list-style-type: none"> ✓ Listen to the enraged /difficult customer actively and allow the customer to express his/her opinions, while performing as a call centre agent. ✓ Show sympathetic (I understand your point) and empathetic (I know how you feel) behaviour to the enraged/difficult customer, while performing as a call centre agent. ✓ Apologise to the enraged/difficult customer when appropriate during the conversation, while performing as a call centre agent. ✓ Find a solution(s) of the problem of the enraged/difficult customer, while performing as a call centre agent. ✓ Gain agreement from the enraged/difficult customer on your suggested solution for his problem, while performing as a call centre agent. ✓ Write a clear, concise log of the customer call when the call is finished, while performing as a call centre agent. • General Performance Criteria <ul style="list-style-type: none"> ✓ Follow precautionary procedures as per requirements of the given tasks ✓ Select, use and maintain equipment/ tools as per requirement of the task ✓ Report to supervisor in case of any emergency after taking necessary actions ✓ Complete the work by following sequence of the operations ✓ Perform task(s) within standard timeframe

2. Other requirements	<ul style="list-style-type: none">• N/A
3. Answer any questions your assessor may have during the practical assessment	My answers to questions are correct and demonstrate my understanding of the topics and their application.

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of executing the role of a call centre agent under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Put the customer on hold with due procedure as a call centre agent.	Apologised the customer for putting him on hold, while performing as a call centre agent.			
	Informed the customer the reason of putting him on hold, while performing as a call centre agent.			
	Asked permission from the customer before putting him on hold, while performing as a call centre agent.			
	Informed your customer about the time of holding call, while performing as a call centre agent.			
	Got back to the customer after hold, apologised and thanked the customer for holding the line, while performing as a call centre agent.			
Tackle an enraged/difficult customer as an all centre agent.	Listened to the enraged /difficult customer actively and allowed the customer to express his/her opinions, while performing as a call centre agent.			
	Showed sympathetic (I understand your point) and empathetic (I know how you feel) behaviour to the enraged/difficult customer, while performing as a call centre agent.			
	Apologised to the enraged/difficult customer when appropriate during the conversation, while performing as a call centre agent.			
	Found a solution(s) of the problem of the enraged/difficult customer, while performing as a call centre agent.			
	Gained agreement from the enraged/difficult customer on your suggested solution for his problem, while performing as a call centre agent.			
	Wrote a clear, concise log of the customer call when the call is finished, while performing as a call centre agent.			
General Performance Criteria	Followed precautionary procedures as per requirements of the given tasks			
	Selected, used and maintained equipment/ tools as per requirement of the task			
	Reported to supervisor in case of any emergency after taking necessary actions			
	Completed the work by following sequence of the operations			
	Performed task(s) within standard timeframe			
2. Other requirements	N/A			

3. Answer any questions the assessor may have during the practical assessment

Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.

Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.

4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	White Boards	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1	Papers	10
2	Pencils	5
3	Erasers	5
4	Sharpeners	5
5	Board markers	5
6	Dusters	5



ASSESSMENT MATERIAL EVIDENCE GUIDE	<h1>PRACTICE COMMUNICATION AND SOFT SKILLS</h1>																				
Qualification Call Centre Agent CS Code: Level: 3 Credit: 20 Version: 1																					
CONTENTS	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgment Guide 4. List of required tools/equipment, material and context of assessment																				
ASSESSMENT AND ASSESSOR DETAILS	Competent <input type="checkbox"/> Not Yet Competent <input type="checkbox"/>																				
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ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: PRACTICE COMMUNICATION AND SOFT SKILLS		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Communicate and practice soft skills with customers while performing as a call centre agent. 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour and thirty minutes** timeframe:

Perform a role play where you as a telecommunication company call centre agent receive a call from the caller who wants detailed information about the company internet packages.

- Communicate with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.

Important Note: The following general performance criteria will be followed and performed in all the tasks (where applicable by the candidate in order to meet this standard :

- Follow precautionary procedures as per requirements of the given tasks
- Select, use and maintain equipment/ tools as per requirement of the task
- Report to supervisor in case of any emergency after taking necessary actions
- Complete the work by following sequence of the operations
- Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of practicing communication and soft skills under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Communicate with the caller who wants detailed information about the company internet packages, while performing as a call centre agent. <ul style="list-style-type: none"> ✓ Greet the caller as per given SOPs/instructions who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Stick to the purpose (conciseness) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Focus on the caller (consideration) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Use image building words (clarity) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Use concrete and polite language (courtesy) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Explain complete features of the products (completeness) to the caller who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Check the accuracy of facts (correctness) while providing information to the caller who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Answer the questions and handle the objections of the caller (satisfaction) who wants detailed information about the company internet packages, while performing as a call centre agent. • General Performance Criteria <ul style="list-style-type: none"> ✓ Follow precautionary procedures as per requirements of the given tasks ✓ Select, use and maintain equipment/ tools as per requirement of the task ✓ Report to supervisor in case of any emergency after taking necessary actions ✓ Complete the work by following sequence of the operations ✓ Perform task(s) within standard timeframe
<p>2. Other requirements</p>	<ul style="list-style-type: none"> • N/A

3. Answer any questions your assessor may have during the practical assessment	My answers to questions are correct and demonstrate my understanding of the topics and their application.
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3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of practicing communication and soft skills under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Communicate with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.	Greeted the caller as per given SOPs/instructions who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Stuck to the purpose (conciseness) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Focused on the caller (consideration) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Used image building words (clarity) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Used concrete and polite language (courtesy) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Explained complete features of the products (completeness) to the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Checked the accuracy of facts (correctness) while providing information to the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Answered the questions and handled the objections of the caller (satisfaction) who wants detailed information about the company internet packages, while performing as a call centre agent.			
General Performance Criteria	Followed precautionary procedures as per requirements of the given tasks			
	Selected, used and maintained equipment/ tools as per requirement of the task			
	Reported to supervisor in case of any emergency after taking necessary actions			
	Completed the work by following sequence of the operations			
	Performed task(s) within standard timeframe			
2. Other requirements	N/A			

3. Answer any questions the assessor may have during the practical assessment

Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.

Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.

4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Computers with CRM software	5
2	Headsets	5
3	Internet connections (preferred 2Mb)	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1	Papers	1 rim
2	Pencils	5
3	Erasers	5
4	Sharpeners	5
5	Board markers	5
6	Dusters	5



ASSESSMENT MATERIAL EVIDENCE GUIDE	<h1>MEMORISE AND PRESENT PRODUCT/TRAINING</h1>
Qualification Call Centre Agent CS Code: Level: 3 Credit: 3 Version: 1	

CONTENTS	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgment Guide 4. List of required tools/equipment, material and context of assessment
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ASSESSMENT RESULTS SUMMARY FORM	You can use this coversheet as an <i>Assessment Results Summary Form</i> . Simply post a photocopy of this completed coversheet to NAVTTCC
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NAVTTCC OFFICE ONLY	1. DATE FORM RECEIVED: <table border="1" style="display: inline-table; width: 100px; height: 20px; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="2"></td> <td style="text-align: center;">YYYY</td> </tr> </table>							DD	MM			YYYY	2. DATE ENTERED INTO DATABASE: <table border="1" style="display: inline-table; width: 100px; height: 20px; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> <tr> <td style="text-align: center;">DD</td> <td style="text-align: center;">MM</td> <td colspan="2"></td> <td style="text-align: center;">YYYY</td> </tr> </table>							DD	MM			YYYY
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1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF COMPETENCY STANDARD: MEMORISE AND PRESENT PRODUCT/TRAINING		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Memorise and present product/training as a call centre agent. 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks within **one hour** timeframe:

You are a call centre agent. You receive a call and you have to tackle an enraged/difficult customer and remove his objections and present a company's new product.

Perform following tasks through this role play.

- Tackle an enraged/difficult customer, while performing as an all centre agent.
- Present a company's new product to the enraged/difficult customer, while performing as a call centre agent.

Important Note: The following general performance criteria will be followed and performed in all the tasks (where applicable by the candidate in order to meet this standard :

- Follow precautionary procedures as per requirements of the given tasks
- Select, use and maintain equipment/ tools as per requirement of the task
- Report to supervisor in case of any emergency after taking necessary actions
- Complete the work by following sequence of the operations
- Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of memorising and presenting product/training under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Tackle an enraged/difficult customer, while performing as an all centre agent. <ul style="list-style-type: none"> ✓ Listen to the enraged /difficult customer actively and allow the customer to express his/her opinions, while performing as a call centre agent. ✓ Show sympathetic (I understand your point) and empathetic (I know how you feel) behaviour to the enraged/difficult customer, while performing as a call centre agent. ✓ Apologise to the enraged/difficult customer when appropriate during the conversation, while performing as a call centre agent. ✓ Find a solution(s) of the problem of the enraged/difficult customer, while performing as a call centre agent. ✓ Gain agreement from the enraged/difficult customer on your suggested solution for his problem, while performing as a call centre agent. ✓ Write a clear, concise log of the customer call when the call is finished, while performing as a call centre agent. • Present a company's new product to the enraged/difficult customer, while performing as a call centre agent. <ul style="list-style-type: none"> ✓ Introduce company's new product to the enraged/difficult customer, while performing as a call centre agent. ✓ Translate the company's new product features into prospect benefits to the enraged/difficult customer, while performing as a call centre agent. ✓ Answer the enraged/difficult customer's questions, while introducing company's new product as a call centre agent. ✓ Handle the objections of the enraged/difficult customer on the company's new product, as a call centre agent. • General Performance Criteria <ul style="list-style-type: none"> ✓ Follow precautionary procedures as per requirements of the given tasks ✓ Select, use and maintain equipment/ tools as per requirement of the task ✓ Report to supervisor in case of any emergency after taking necessary actions

	<ul style="list-style-type: none"> ✓ Complete the work by following sequence of the operations ✓ Perform task(s) within standard timeframe
2. Other requirements	<ul style="list-style-type: none"> • N/A
3. Answer any questions your assessor may have during the practical assessment	My answers to questions are correct and demonstrate my understanding of the topics and their application.

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of memorising and presenting product/training under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Tackle an enraged/difficult customer, while performing as an all centre agent.	Listened to the enraged /difficult customer actively and allowed the customer to express his/her opinions, while performing as a call centre agent.			
	Showed sympathetic (I understand your point) and empathetic (I know how you feel) behaviour to the enraged/difficult customer, while performing as a call centre agent.			
	Apologised to the enraged/difficult customer when appropriate during the conversation, while performing as a call centre agent.			
	Found a solution(s) of the problem of the enraged/difficult customer, while performing as a call centre agent.			
	Gained agreement from the enraged/difficult customer on your suggested solution for his problem, while performing as a call centre agent.			
	Wrote a clear, concise log of the customer call when the call is finished, while performing as a call centre agent.			
Present a company's new product to the enraged/difficult customer, while performing as a call centre agent.	Introduced company's new product to the enraged/difficult customer, while performing as a call centre agent.			
	Translated the company's new product features into prospect benefits to the enraged/difficult customer, while performing as a call centre agent.			
	Answered the enraged/difficult customer's questions, while introducing company's new product as a call centre agent.			
	Handled the objections of the enraged/difficult customer on the company's new product, as a call centre agent.			
General Performance Criteria	Followed precautionary procedures as per requirements of the given tasks			
	Selected, used and maintained equipment/ tools as per requirement of the task			
	Reported to supervisor in case of any emergency after taking necessary actions			
	Completed the work by following sequence of the operations			
	Performed task(s) within standard timeframe			
2. Other requirements	N/A			

3. Answer any questions the assessor may have during the practical assessment

Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.

Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.

4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	White Boards	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1	Papers	1 rim
2	Pencils	5
3	Erasers	5
4	Sharpeners	5
5	Board markers	5
6	Dusters	5



ASSESSMENT MATERIAL EVIDENCE GUIDE	<h1>CALL CENTRE AGENT</h1>																				
Qualification Call Centre Agent CS Code: Level: 3 Credit: 80 Version: 1																					
CONTENTS	1. Assessment Summary and Record 2. Candidate Assessment 3. Assessor Judgment Guide 4. List of required tools/equipment, material and context of assessment																				
ASSESSMENT AND ASSESSOR DETAILS	Competent <input type="checkbox"/> Not Yet Competent <input type="checkbox"/>																				
	Assessment <input type="checkbox"/> Re-Assessment <input type="checkbox"/>																				
	Assessor's Name Assessor's Code Assessor's Signature Date <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> <div style="display: flex; justify-content: space-around; width: 100px;">DD MMYYYY</div>																				
CANDIDATE DETAILS	Candidate's Name <div style="display: flex; justify-content: space-around; width: 100px;">First NameLast Name</div>																				
	Father's Name																				
	Institute Name and District																				
	CNIC/BFORM # <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>																				
	Registration Number issued by Assessment Body																				
	Gender Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>																				
Candidate's Consent I agree to the time and date of the assessment and am aware of the requirements of the assessment. I fully understand my rights of appeal.																					
Candidate's Signature																					
ASSESSMENT RESULTS SUMMARY FORM	You can use this coversheet as an <i>Assessment Results Summary Form</i> . Simply post a photocopy of this completed coversheet to NAVTTCC																				
NAVTTCC OFFICE ONLY	1. DATE FORM RECEIVED: <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> DD MM YYYY 2. DATE ENTERED INTO DATABASE: <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table> <div style="display: flex; justify-content: space-around; width: 100px;">DDMMYYYY</div>																				

1

ASSESSMENT SUMMARY & RECORD

ACTIVITY	METHOD				DESIRED OUTCOMES	RESULT	
	WRITTEN	ORAL	PORTFOLIO	OBSERVATION		COMPETENT	NOT YET COMPETENT
NATURE OF ACTIVITY					DESIRED OUTCOMES FOR SUCCESSFUL ASSESSMENT OF QUALIFICATION: CALL CENTRE AGENT		
Practical Skill Demonstration				✓	<ul style="list-style-type: none"> Perform as a call centre agent. 		
Knowledge Assessment	✓	✓			<ul style="list-style-type: none"> Answer all questions your Assessor may have during the practical assessment. 		
Other Requirements			✓		<ul style="list-style-type: none"> N/A 		

2

CANDIDATE ASSESSMENT

Candidate's Name..... Father's Name

ALL WORK ASSESSED IN THIS COMPETENCY STANDARD MUST BE YOUR OWN WORK.

GUIDANCE TO CANDIDATE

To meet this standard you are required to complete the following tasks and role plays within **Four hours** timeframe:

- Search the online information related to the 'role of call centre agent' using search engine.
- Bookmark information found through online searching of the topic of 'role of call centre agent'.

Role Play 1:

You are a call centre agent. You receive call from the customer and you have to put the customer on hold. Perform the following task through this role play.

- Put the customer on hold with due procedure as a call centre agent.

Role Play 2:

You are a call centre agent. You receive a call and you have to tackle an enraged/difficult customer and remove his objections and present a company's new product. Perform the following tasks through this role play.

- Tackle an enraged/difficult customer, while performing as an all centre agent.
- Present a company's new product to the enraged/difficult customer, while performing as a call centre agent.

Role Play 3:

You are a call centre agent. You receive a call and a customer wants to report a complaint. Perform the following task through this role play.

- Use call centre software to record and forward the customer complaint, while performing as a call centre agent.

Role Play 4:

Perform a role play where you as a telecommunication company call centre agent receive a call from the caller who wants detailed information about the company internet packages. Perform the following task through this role play.

- Communicate with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.

Important Note: The following general performance criteria will be followed and performed in all the tasks (where applicable by the candidate in order to meet this standard :

- Follow precautionary procedures as per requirements of the given tasks
- Select, use and maintain equipment/ tools as per requirement of the task
- Report to supervisor in case of any emergency after taking necessary actions
- Complete the work by following sequence of the operations
- Perform task(s) within standard timeframe

ACTIVITIES	CANDIDATE RESPONSE
<p>1. Complete practical task of Call Centre Agent under observation by an assessor</p>	<p>During a practical assessment, under observation by an assessor, I will correctly :</p> <ul style="list-style-type: none"> • Search the online information related to the 'role of call centre agent' using search engine. <ul style="list-style-type: none"> ✓ Open internet browser already available in computer for the searching of online information related to the 'role of call centre agent'. ✓ Open search engine page in the internet browser for the searching of online information related to the 'role of call centre agent'. ✓ Enter keywords in the search box of the search engine for the searching of online information related to the 'role of call centre agent'.

- ✓ Filter online search results as per the requirement of online information related to the 'role of call centre agent'.
- Bookmark information found through online searching of the topic of 'role of call centre agent'.
 - ✓ Navigate to the pages you want to bookmark for the online information related to the 'role of call centre agent'.
 - ✓ Click the bookmark button on the address bar to bookmark the pages of the online information related to the 'role of call centre agent'.
 - ✓ Name the bookmarked pages of the online information related to the 'role of call centre agent'.
 - ✓ Click done button to create bookmarks for the online information related to the 'role of call centre agent'.
- Put the customer on hold with due procedure as a call centre agent.
 - ✓ Apologise the customer for putting him on hold, while performing as a call centre agent.
 - ✓ Inform the customer the reason of putting him on hold, while performing as a call centre agent.
 - ✓ Ask permission from the customer before putting him on hold, while performing as a call centre agent.
 - ✓ Inform your customer about the time of holding call, while performing as a call centre agent.
 - ✓ Get back to the customer after hold, apologise and thank the customer for holding the line, while performing as a call centre agent.
- Tackle an enraged/difficult customer, while performing as an all centre agent.
 - ✓ Listen to the enraged /difficult customer actively and allow the customer to express his/her opinions, while performing as a call centre agent.
 - ✓ Show sympathetic (I understand your point) and empathetic (I know how you feel) behaviour to the enraged/difficult customer, while performing as a call centre agent.
 - ✓ Apologise to the enraged/difficult customer when appropriate during the conversation, while performing as a call centre agent.
 - ✓ Find a solution(s) of the problem of the enraged/difficult customer, while performing as a call centre agent.
 - ✓ Gain agreement from the enraged/difficult customer on your suggested solution for his problem, while performing as a call centre agent.
 - ✓ Write a clear, concise log of the customer call when the call is finished, while performing as a call centre agent.
- Present a company's new product to the enraged/difficult customer, while performing as a call centre agent.
 - ✓ Introduce company's new product to the enraged/difficult customer, while performing as a call centre agent.
 - ✓ Translate the company's new product features into prospect benefits to the enraged/difficult customer, while performing as a call centre agent.
 - ✓ Answer the enraged/difficult customer's questions, while introducing company's new product as a call centre agent.
 - ✓ Handle the objections of the enraged/difficult customer on the company's new product, as a call centre agent.
- Use call centre software to record and forward the customer complaint, while performing as a call centre agent.
 - ✓ Operate CRM software to interact with the customer, while performing as a call centre agent.
 - ✓ Answer the call of the customer within the first three rings, while performing as a call centre agent.
 - ✓ Greet the customer as per the policy, while performing as a call centre agent.
 - ✓ Listen to the customer complaint to understand his/her problem, while performing as a call centre agent.
 - ✓ Record the customer complaint in the database of the CRM software, while performing as a call centre agent.
 - ✓ Prioritize and forward the customer complaint as per given SOPs/instructions, while performing as a call centre agent.
- Communicate with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.
 - ✓ Greet the caller as per given SOPs/instructions who wants detailed information about the company internet packages, while performing as a call centre agent.
 - ✓ Stick to the purpose (conciseness) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.
 - ✓ Focus on the caller (consideration) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.
 - ✓ Use image building words (clarity) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.
 - ✓ Use concrete and polite language (courtesy) while communicating with the caller who wants

	<p>detailed information about the company internet packages, while performing as a call centre agent.</p> <ul style="list-style-type: none"> ✓ Explain complete features of the products (completeness) to the caller who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Check the accuracy of facts (correctness) while providing information to the caller who wants detailed information about the company internet packages, while performing as a call centre agent. ✓ Answer the questions and handle the objections of the caller (satisfaction) who wants detailed information about the company internet packages, while performing as a call centre agent. <ul style="list-style-type: none"> • General Performance Criteria <ul style="list-style-type: none"> ✓ Follow precautionary procedures as per requirements of the given tasks ✓ Select, use and maintain equipment/ tools as per requirement of the task ✓ Report to supervisor in case of any emergency after taking necessary actions ✓ Complete the work by following sequence of the operations ✓ Perform task(s) within standard timeframe
2. Other requirements	<ul style="list-style-type: none"> • N/A
3. Answer any questions your assessor may have during the practical assessment	<p>My answers to questions are correct and demonstrate my understanding of the topics and their application.</p>

3

ASSESSOR JUDGEMENT GUIDE

Candidate's Name Father's Name.....

INSTRUCTIONS FOR ASSESSOR

This section contains minimum evidence requirements. Oral questioning may be used to clarify candidate understanding of the topic and its application.

ACTIVITIES	MINIMUM EVIDENCE REQUIRED	YES	NO	ASSESSOR COMMENTS
1. Complete practical task of Call Centre Agent under observation by an assessor	During a practical assessment, under observation by an assessor, the candidate correctly carried out the following tasks:			
Search the online information related to the 'role of call centre agent' using search engine.	Opened internet browser already available in computer for the searching of online information related to the 'role of call centre agent'.			
	Opened search engine page in the internet browser for the searching of online information related to the 'role of call centre agent'.			
	Entered keywords in the search box of the search engine for the searching of online information related to the 'role of call centre agent'.			
	Filtered online search results as per the requirement of online information related to the 'role of call centre agent'.			
Bookmark information found through online searching of the topic of 'role of call centre agent'.	Navigated to the pages you want to bookmark for the online information related to the 'role of call centre agent'.			
	Clicked the bookmark button on the address bar to bookmark the pages of the online information related to the 'role of call centre agent'.			
	Named the bookmarked pages of the online information related to the 'role of call centre agent'.			
	Clicked done button to create bookmarks for the online information related to the 'role of call centre agent'.			
Put the customer on hold with due procedure as a call centre agent.	Apologised the customer for putting him on hold, while performing as a call centre agent.			
	Informed the customer the reason of putting him on hold, while performing as a call centre agent.			
	Asked permission from the customer before putting him on hold, while performing as a call centre agent.			
	Informed your customer about the time of holding call, while performing as a call centre agent.			
	Got back to the customer after hold, apologised and thanked the customer for holding the line, while performing as a call centre agent.			
Tackle an enraged/difficult customer, while performing as an all centre agent.	Listened to the enraged /difficult customer actively and allowed the customer to express his/her opinions, while performing as a call centre agent.			
	Showed sympathetic (I understand your point) and empathetic (I know how you feel) behaviour to the enraged/difficult customer, while performing as a call centre agent.			
	Apologised to the enraged/difficult customer when appropriate during the conversation, while performing as a call centre agent.			
	Found a solution(s) of the problem of the enraged/difficult customer, while performing as a call centre agent.			
	Gained agreement from the enraged/difficult customer on your suggested solution for his problem, while performing as a call centre agent.			

	Wrote a clear, concise log of the customer call when the call is finished, while performing as a call centre agent.			
Present a company's new product to the enraged/difficult customer, while performing as a call centre agent.	Introduced company's new product to the enraged/difficult customer, while performing as a call centre agent.			
	Translated the company's new product features into prospect benefits to the enraged/difficult customer, while performing as a call centre agent.			
	Answered the enraged/difficult customer's questions, while introducing company's new product as a call centre agent.			
	Handled the objections of the enraged/difficult customer on the company's new product, as a call centre agent.			
Use call centre software to record and forward the customer complaint, while performing as a call centre agent.	Operated CRM software to interact with the customer, while performing as a call centre agent.			
	Answered the call of the customer within the first three rings, while performing as a call centre agent.			
	Greeted the customer as per the policy, while performing as a call centre agent.			
	Listened to the customer complaint to understand his/her problem, while performing as a call centre agent.			
	Recorded the customer complaint in the database of the CRM software, while performing as a call centre agent.			
	Prioritized and forwarded the customer complaint as per given SOPs/instructions, while performing as a call centre agent.			
Communicate with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.	Greeted the caller as per given SOPs/instructions who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Stuck to the purpose (conciseness) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Focused on the caller (consideration) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Used image building words (clarity) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Used concrete and polite language (courtesy) while communicating with the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Explained complete features of the products (completeness) to the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Checked the accuracy of facts (correctness) while providing information to the caller who wants detailed information about the company internet packages, while performing as a call centre agent.			
	Answered the questions and handled the objections of the caller (satisfaction) who wants detailed information about the company internet packages, while performing as a call centre agent.			
General Performance Criteria	Followed precautionary procedures as per requirements of the given tasks			
	Selected, used and maintained equipment/ tools as per requirement of the task			
	Reported to supervisor in case of any emergency after taking necessary actions			
	Completed the work by following sequence of the operations			
	Performed task(s) within standard timeframe			
2. Other requirements	N/A			

3. Answer any questions the assessor may have during the practical assessment

Candidate's answers to questions are correct and demonstrate understanding of the topics and their application.

Assessor to document below all questions asked and candidate answers. Use extra sheets if required and attach.

4

LIST OF TOOLS, EQUIPMENT, MATERIAL AND CONTEXT OF ASSESSMENT

INSTRUCTIONS	<p>This section contains information regarding;</p> <ul style="list-style-type: none"> Context of the assessment List of required tools and equipment. List of consumable items required during the service
1. Context of Assessment	This task will be performed in real time environment.

2. List of tools and equipment required (for five candidates)		
S. No	Items	Quantity
1	Computer systems with CRM software installed and with Internet connectivity (preferred DSL 2Mb)	5
2	Headsets (with microphones)	5
3	White boards	5

3. List of consumable items required (for five candidates)		
S. No	Items	Quantity
1	White board markers	5
2	Dusters	5
3	Pencils	5
4	Papers	1 rim
5	Sharpeners	5

