



USER
GUIDE 2.0

NATIONAL CERTIFICATE IN CONTACT CENTRE
OPERATIONS (LEVEL 3)



USER GUIDE

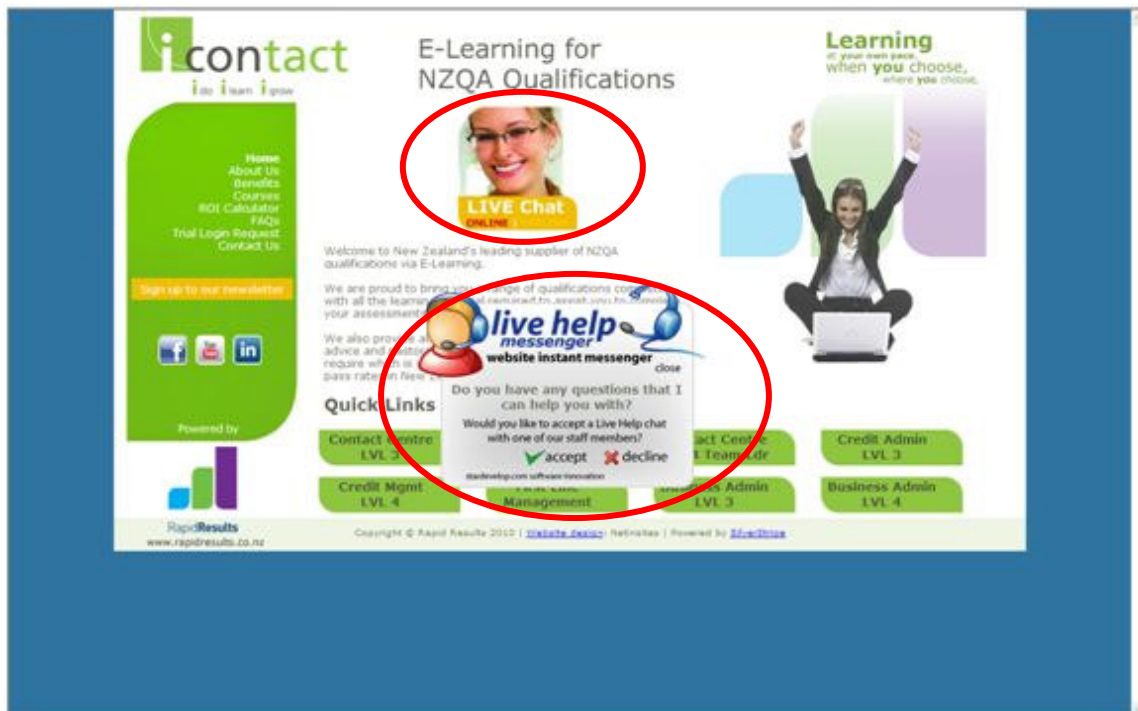


User Guide V 2.0 | icontact is a division of Rapid Results

National Certificate in Contact Centre Operations Level 3 (version 4)

User Guide for Learners

If you get stuck at any time, you can use the LIVE CHAT option now available from any icontact screen before you get to the login page. Just click on the Live Chat icon or respond if the live help messenger pop up appears. If we're not available at the time, the 'Away' symbol will be shown and you can opt to send a message:



Step One: Logging on

A. Visit the website www.icontact.co.nz and click on the Contact Centre LVL 3 Course Link:

The screenshot shows the homepage of the icontact website. The header includes the icontact logo with the tagline 'i do i learn i grow' and the text 'E-Learning for NZQA Qualifications'. A 'LIVE Chat ONLINE!' button is prominently displayed. The main content area features a 'Quick Links For Courses' section with several buttons, including 'Contact Centre LVL 3', which is circled in red. Other buttons include 'Contact Centre LVL 3 Senior', 'Contact Centre LVL 4 Team Ldr', 'Credit Admin LVL 3', 'Credit Mgmt LVL 4', 'First Line Management', 'Business Admin LVL 3', and 'Business Admin LVL 4'. The footer contains copyright information for Rapid Results 2010 and mentions website design by RetinaSitez and power by SilverStone.

B: Click on the LOG IN to Course Tab:



The login page will open a new window. Keep the original window open in case you need to use the Live Chat option or go to another course.

C: Type in your USER ID and Password



Step Two: Learning

Here you can view your progress so far

These are some tools for using the site – including edit details, overall progress etc

Your Progress

Module	100%
Course	45%

Your Tools

- Send E-mail
- Progress Details
- Your Details

COURSE MODULES

- 16776 - Communicate with customers from a contact centre
- 11815 - Answer customer enquiries on the telephone in a wide range of contexts
- 376 - Employ customer service techniques for differing service requirements
- 16776 - Establish and maintain effective working relationships in a contact centre
 - Use data entry skills to input computer data
- 111 Operate a Word Processor
- 2780 Describe and operate a personal computer system
- 16775 - Use and Explain Contact Centre Equipment and Systems
- 11818 - Enhance work practices to the

MODULE 4

16776 - Establish and maintain effective working relationships in a contact centre

Module Tasks

Module Objectives

- 1 Learning Objectives
- 2 Establish & Maintain Effective Working Relationships
- 3 The Importance of Maintaining Effective Working Relationships
- 4 How To Avoid Offending People
- 5 Building Rapport
- 6 Body Language
- 7 Communication in a Call Centre
- 8 How We Communicate
- 9 Priorities & Commitments
- 10 Listening & Communication
- 11 Assertive Communication
- 12 Building Trust
- 13 Establish Trust With Your Team Leader
- 14 Progress, Results & Achievements
- 15 Dealing With Conflict
- 16 Approaches To Dealing With Conflict
- 17 Conflict Quiz
- 18 Ideas For Action

Whichever module you click on the left hand column, the course pages will appear on the right. Click on any of those pages to enter the module

The screenshot shows the icontact course interface. At the top left is the icontact logo. At the top right, the page title is 'Course Homepage - 1299 - Be Assertive in a Range of Specified Situations'. A search bar is located in the top right corner, highlighted with a red circle and a red arrow pointing to it. Below the search bar, the main content area features a large eye graphic and the text 'Identifying Assertive, Passive and Aggressive Actions'. Further down, there is a 'QUIZ' section with a gear icon and a profile picture. The quiz text reads: 'Below are some typical scenarios people face everyday: Your task is to identify the types of behaviour. Your first result will be measured'. Underneath, 'Scenario 1' is presented with a red gift bag icon. The scenario text is: 'Yet again your friend has turned up to a dinner party without the obligatory bottle of wine as a contribution. Your task is to: identify the assertive approach'. To the right of the scenario are three radio button options: A: Once again say nothing because you dont want to spoil the fun atmosphere; B: Make some embarrassing remark loud enough for others to know he didnt bring anything; C: Make sure you tell him next time you invite him that you expect a contribution to the evening. He is not in the habit of bringing wine to your place so you must do something to change the pattern. Communication and direction are good.

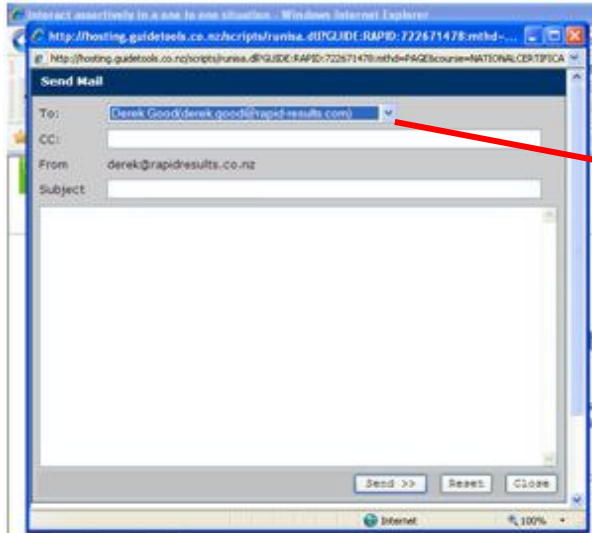
Here you can search for topics in the whole course

The search function allows you to search for topics or words throughout the course. Once you click search, a list of relevant pages will appear and you can click on the page link to take you directly to that page.

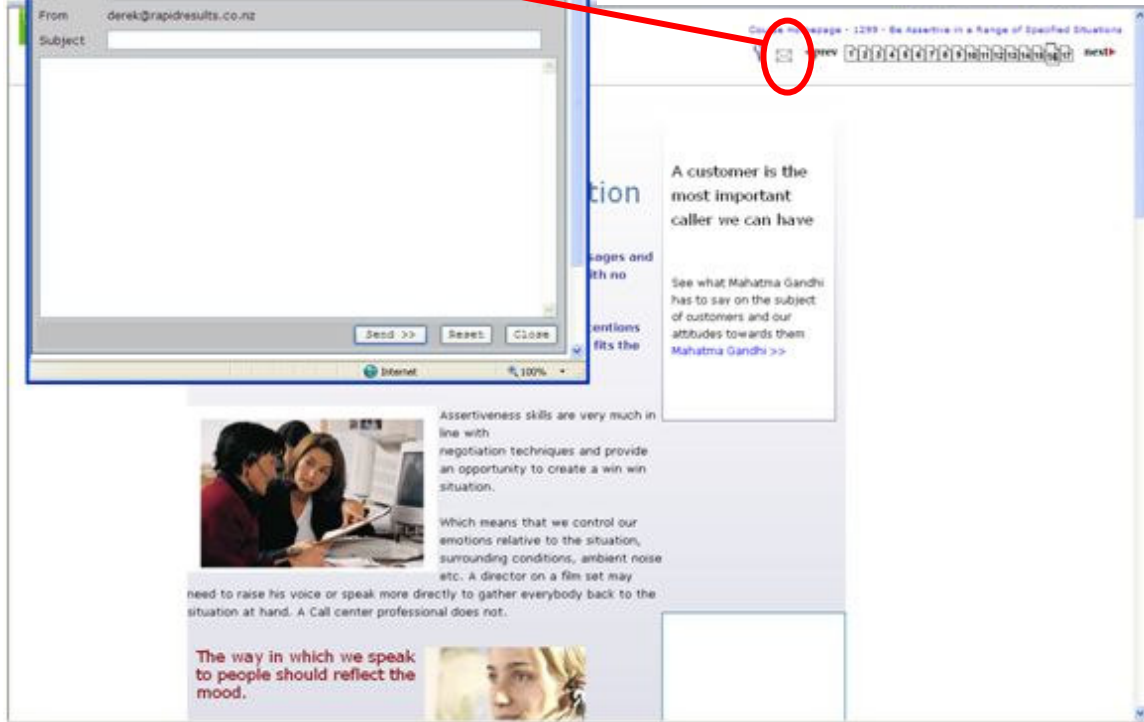
Navigation:

To move from page to page, just click on the page number you require or click on the previous or next buttons located at the top and bottom of each page.

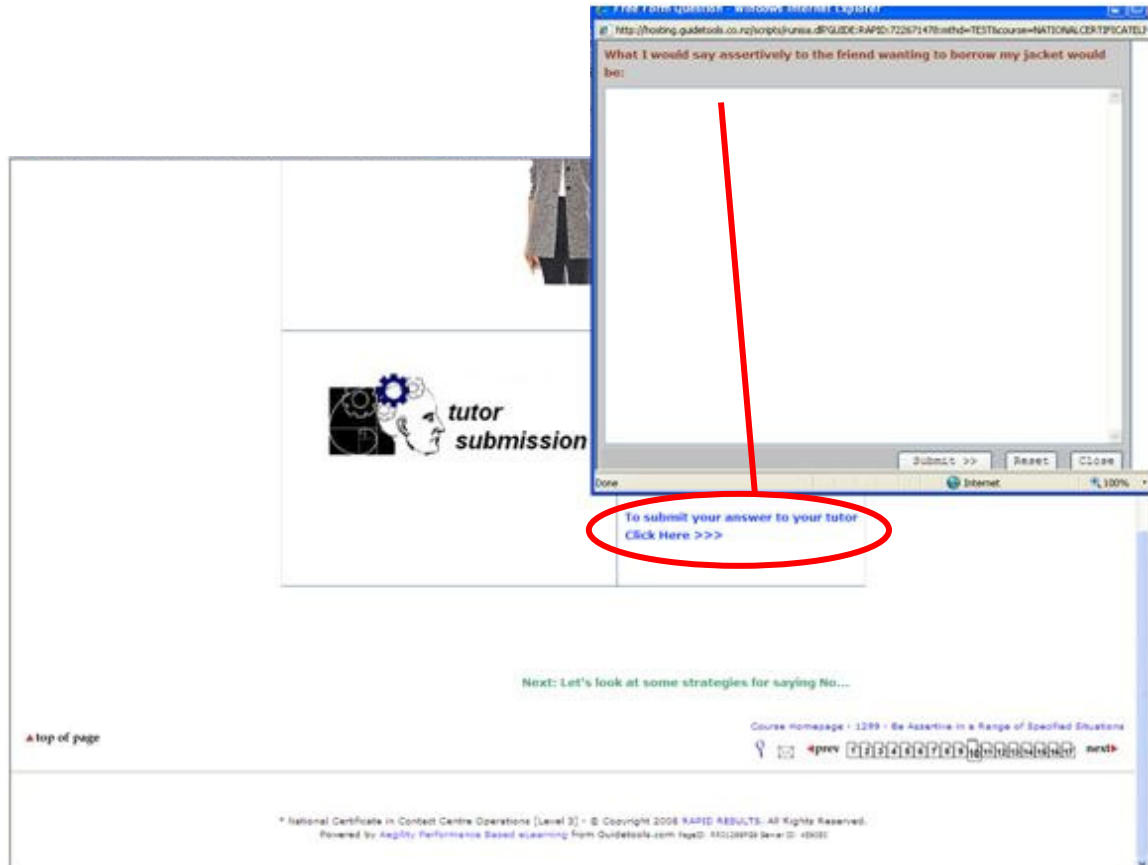
To return to the course homepage, click on the link at the top or bottom of any page.



Clicking on the envelope icon will open an email window to contact your assessor, Rapid Results Ltd or the group of people studying in your organisation



During the learning, there will be a number of exercises to complete, links to try out, and items to open as you go through. Some interactive exercises will require you to open a box and type and submit an answer. For example – this exercise here:



Clicking on the “click here” link will open the free form question box for you to type in your answer and hit submit. Your assessor will be able to see your submissions.

Once you are confident in the knowledge of the unit standard module, you can be assessed. The instructions for this are on the last page of each module.

Step Three: Assessment and Verification

Follow the steps as described on the last page of each unit standard for completing your assessment.

Return to the main page and you can

1. Click on the Knowledge checkpoint first to check your understanding.
2. Then you can click on the survey to give us your feedback.
3. Finally, click on the 'download assessment' link:

* National Certificate in Contact Centre Operations [Level 3]

Derek - Your Progress

Module: 100%

Course: 36%

COURSE MODULES

- 16776 - Communicate with customers from a contact centre
- 31815 - Answer customer enquiries on the telephone in a wide range of contexts
- 376 - Employ customer service techniques for differing service expectations**
- 16778 - Establish and maintain effective working relationships in a contact centre
- 103 Use data entry skills to input computer data
- 111 Operate a Word Processor
- 3780 Describe and operate a personal computer system
- 16775 - Use and Explain Contact Centre Equipment and Systems
- 11818 - Enhance work practices to the

COURSE ADMIN

Student Administration
Using the Learning Engine

COURSE TOOLS

Using the Course
Search the Course

MODULE 3
376 - Employ customer service techniques for differing service expectations

Module Tasks

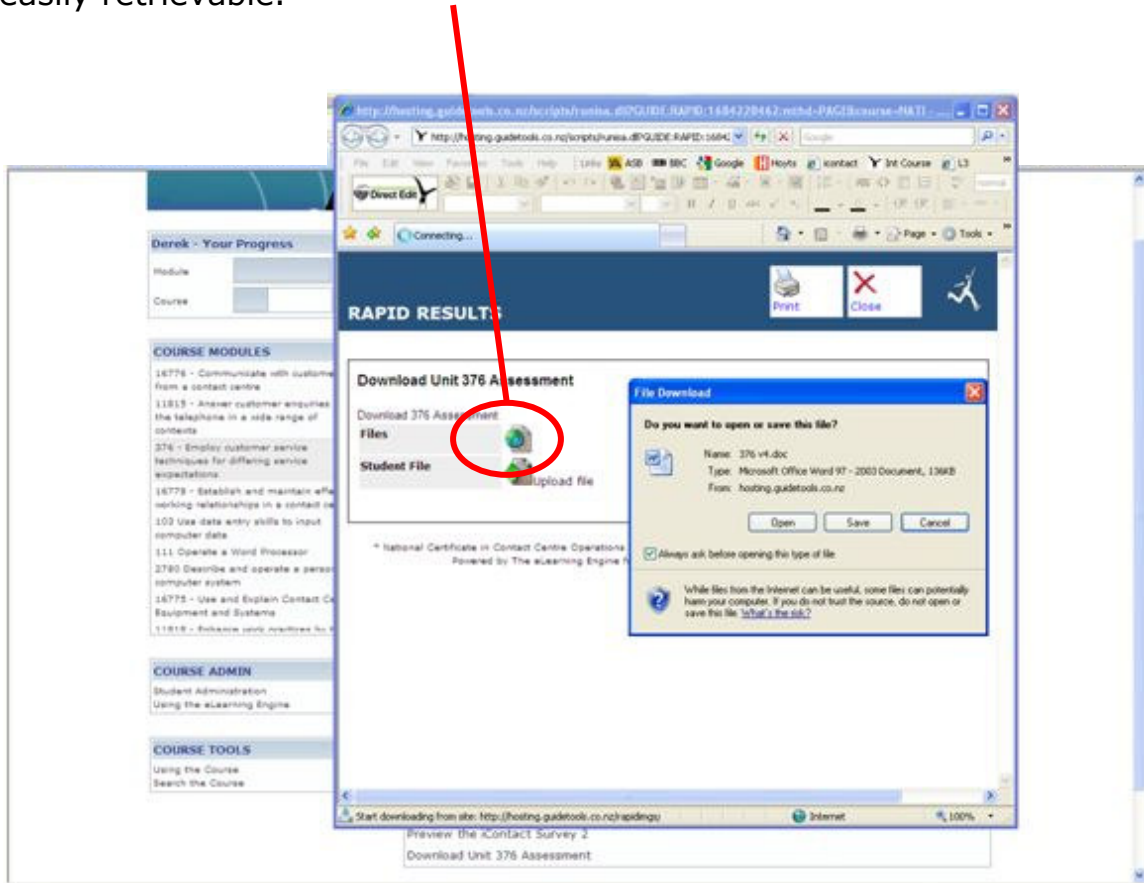
Module Objectives

	Name	Logout
1	Learning Objectives	✓
2	Customer Service Overview	✓
3	Call Greeting	0
4	Caller Identification	✓
5	Customer Service	✓
6	Meeting the Customers Needs	✓
7	Language Styles	✓
8	Communicating with the Customer	✓
9	Passive Behaviour	✓
10	Indirect Behaviour	✓
11	Aggressive Behaviour	✓
12	Assertive Behaviour	✓
13	Five Choices	✓
14	Note Taking	✓
15	Managing Upset Customers	✓
16	Dealing With Rude Customers	✓

Preview the Knowledge Checkpoint
Preview the iContact Survey 2
Download Unit 376 Assessment

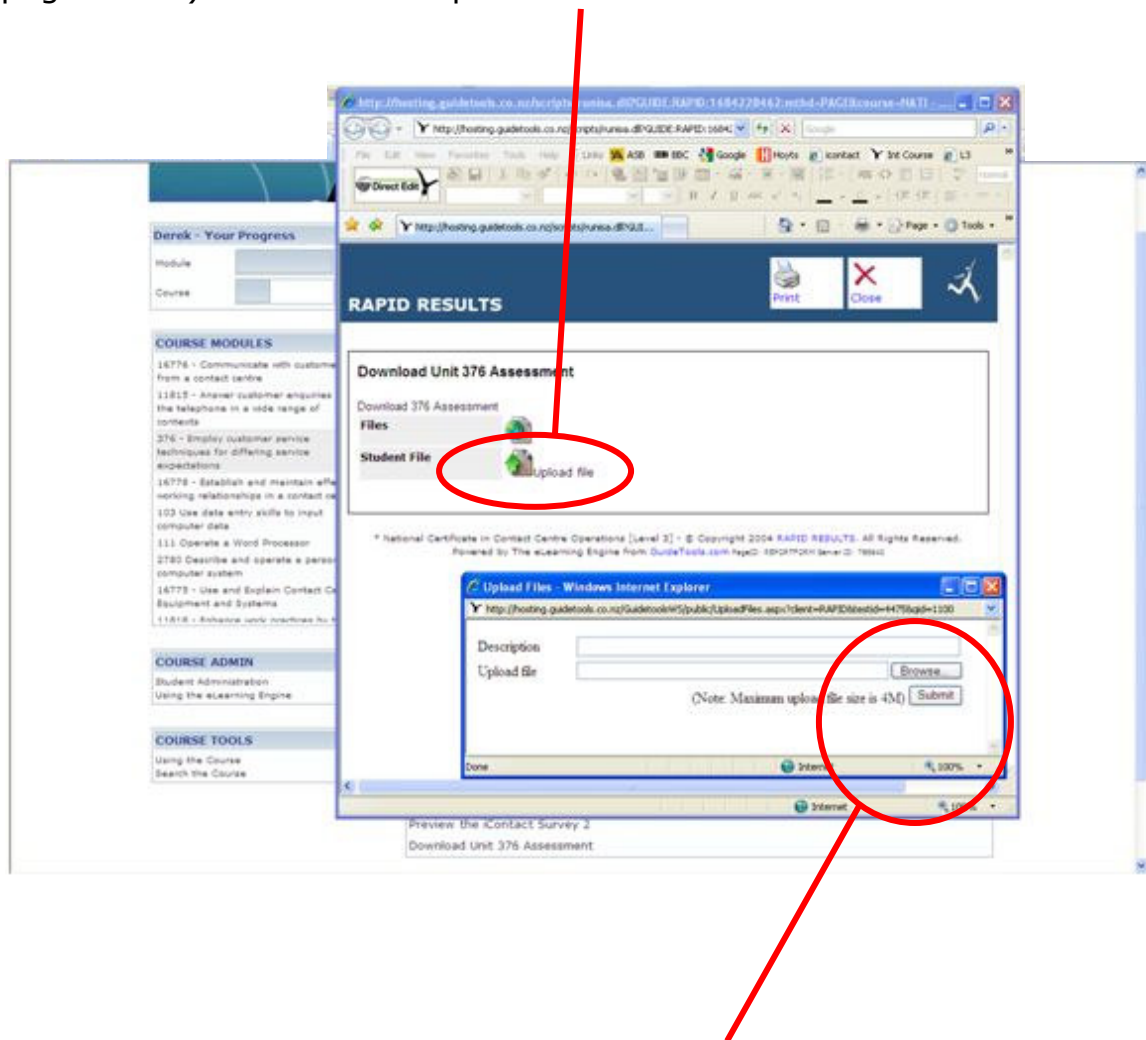
This will open up a new window.

Then click on the top file icon which will allow you to save the assessment document to your hard drive. Save it in a place that is easily retrievable.



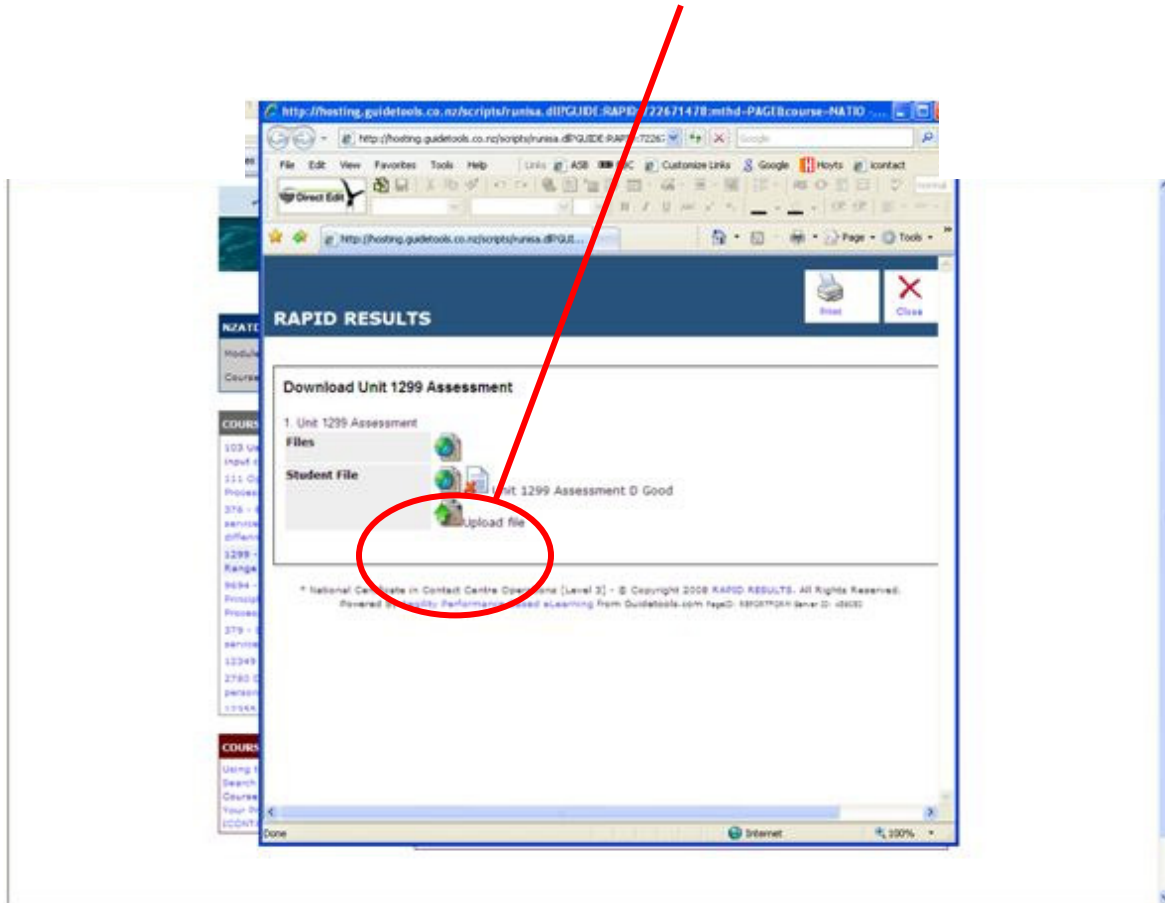
You can then work on that document in your own time and save any changes you make.

When you have completed the assessment, you can upload it to the system. You do this by returning to this page (ie – the assessment page above) then click on Upload File:



This pop up box will appear where you can browse for your saved completed assessment. Once you have located the correct document, insert a brief description in the box shown and click submit.

Once submitted, your screen will look like this. You will notice that you can delete the file if you uploaded the wrong one by clicking on the red 'x'. You can view the file by clicking on the file icon next to the red 'x' document. Your assessor can also view the file for assessment.



Once you have completed an on-line assessment, ***please let your assessor*** know - you can do this from within the course (See Page 6).

Step Four – Assessor marks the submissions

At this stage, your work is done and unless the assessor has any need to ask any further questions which will be highly unlikely if you have completed the tasks assigned. On successful assessment completion, the credits are registered on your framework, you will receive notification from the assessor and your qualification will be issued when all units are complete.

For questions on these processes or issues with the icontact system, please contact us:

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