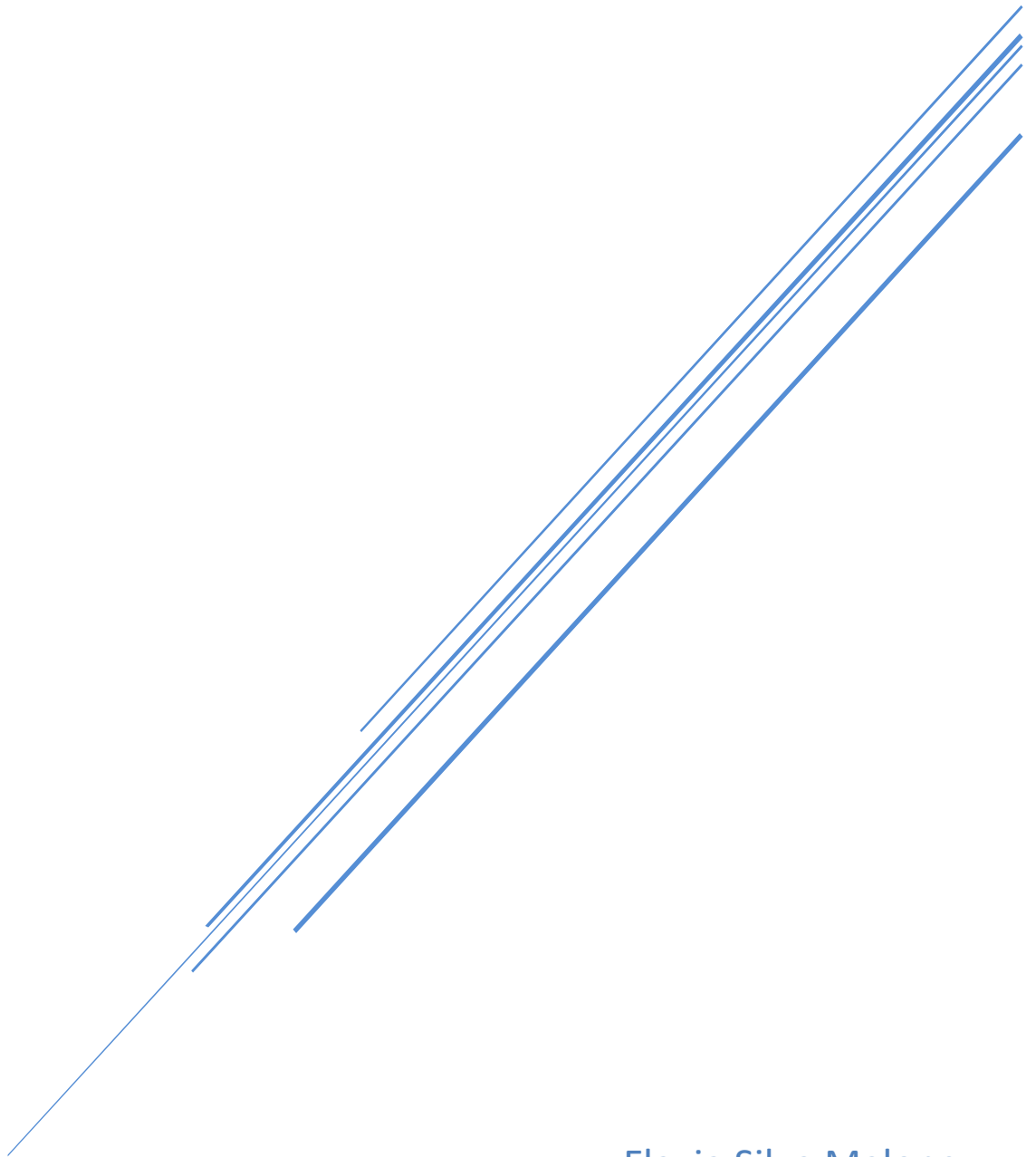


# LEVEL 3 CUSTOMER SUPPORT PROVISION FOR THE IT PROFESSIONAL

Systems and Principles (QCF) Assignment guide for  
Candidates Assignment A



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ICT Software Development

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## INTRODUCTION

### Assignment set up:

This assignment is made up of **five** tasks:

- Task A – Obtain support information
- Task B – Assess customer feedback
- Task C – Interpret trends
- Task D – Provide remote technical support
- Task E – Provide written user instructions for non-technical customers and to recommend suitable training courses and coaching sessions

### Scenario

You are employed by a company that provides a range of ICT support services. Customer requests for support are received at a customer call centre, based in a different geographic location to the customers that it supports.

Recently you have made site visits to customers and are concerned to hear that they are not satisfied with the service that they receive from your company.

You have been asked to review specific sections of the process for delivering support to your customers.

You should carry out the tasks as instructed. Forms should be completed, and screen prints produced as indicated in the tasks. Questions should be answered on the answer sheet provided. Some tasks require you to produce your own documentation.

## TASK A – OBTAIN SUPPORT INFORMATION

**TASK A1- EXPLAIN, IN APPROXIMATELY 200 WORDS, THE REASONS WHY CUSTOMER SERVICE SHOULD BE PROMPT AND PROFESSIONAL. INCLUDE THREE EFFECTS ON THE CUSTOMER IF IT IS NOT AND THREE EFFECTS ON THE SUPPORT ORGANISATION IF IT IS NOT.**

Customer Service should be prompt and professional because it shows the customer that they are held in high regard and importance in the service providers eyes. It always should be filed logged and given a call reference number that the customer can track if the problem is quite prolonged.

### Customer:

There are numerous ways that it can reflect badly if a problem or a task to resolve an issue is not followed through.

It causes mistrust leading callers to believe their issues won't be dealt with.

The customer also ends up losing work and running behind due to their equipment, network or software not being maintained.

In turn the customer is under duress by their own management leading to a stressed environment.

The effect of a bad customer service is:

1. **Negative review** of the company, when a customer is not happy, they feel their expectations were not met, when they have a negative service experience, they can voice their disgruntlement on social media for the world to hear. These are situations that can ruin a public perception of a company as they can snowball.
2. **Do not make customer wait or repeat themselves** – Nobody enjoys waiting specially if they are already annoyed about a product or service issue, the company cannot leave the customer on hold for a long period or if the customer already has a ticket for that issue and the agent keeping making the same questions just make the customer very angry and malcontent.
3. **Feedbacks**- It gives the company insights into what your customers think about services and products and what are their expectations. Provide customers with various portals and channels to share their experiences.

#### **ORG:**

It can cause a work-load pile up. In those calls logged aren't being dealt with in time leading to protracted backlogs. Helpdesks must work long hours to take care.

Also, it can be a total waste of resources if management don't see customer satisfaction as a company goal as it hurts work morale that the daily tasks do not make a difference.

Conversely it can lead to laziness and bad motivations amongst Helpdesk staff that they can give the minimum effort and get away with it, not providing the whole company with value for money.

Effect in the organization.

1. **Lower profits** – When the reputation gets damaged the company starts to lose sales, and customers starts to leave, then the company can be forced to cut costs and employees to cover the financial damage.
2. **Lose the best employees** – When a company is rated as a bad company to work, the best employees feel demotivated and dissatisfied of pick up the slack for bad employees, they do not feel valued, and just find a job in another company that provides a better reward and a better company culture.
3. **Loss of Customers** – One angry or bad review posted in a social media or website can cost the company a lot of customers, the issue should be solved as quickly as possible, to improve the company reputation.

TASK A2- DESCRIBE **THREE** DIFFERENT WAYS OF PROVIDING TECHNICAL SUPPORT, INCLUDING AT LEAST **ONE** REMOTE METHOD (OTHER THAN TECHNICAL HELPDESK).

- 1- **Frequently Asked Questions (FAQ's)** section on an organisation's website can help the customer to solve a very common problem without having to contact Customer Support.
- 2- **Live chat** can help a customer with an issue without having to ring customer support. This method is very useful because some people are not very comfortable in speaking on the phone or face to-face chats or they might have a health problem.
- 3- **Blogs and forums** on the organisation's website where other customers help each other with common issues.
- 4- **Twitter and Facebook.** Direct messaging and Facebook messenger are the most modern ways to log a fault with technical support with many large companies in today's world.

TASK A3- OBTAIN A SOFTWARE UPDATE OR PATCH AS DIRECTED BY YOUR ASSESSOR. SAVE IT ONTO A STORAGE MEDIUM AS INSTRUCTED BY YOUR ASSESSOR. RENAME THE PATCH FILE TO REFLECT WHAT IT IS AND WHAT ITS USE IS.

Software update or patch are very important to finding and fixing problems, they are used to correct large or small issues such as a software bug, installing new drivers, addressing new security vulnerabilities, upgrading the software, updates can also include new or enhanced features, or better compatibility with different devices or applications.


Internet Explorer 11 (IE11) is an Internet web browser released by Microsoft in 2017 and is the final version of the web browser.

**Step 1-** Access the Microsoft link to download the software update

<https://www.microsoft.com/en-us/download/details.aspx?id=41628>

Internet Explorer 11 (64-Bit)

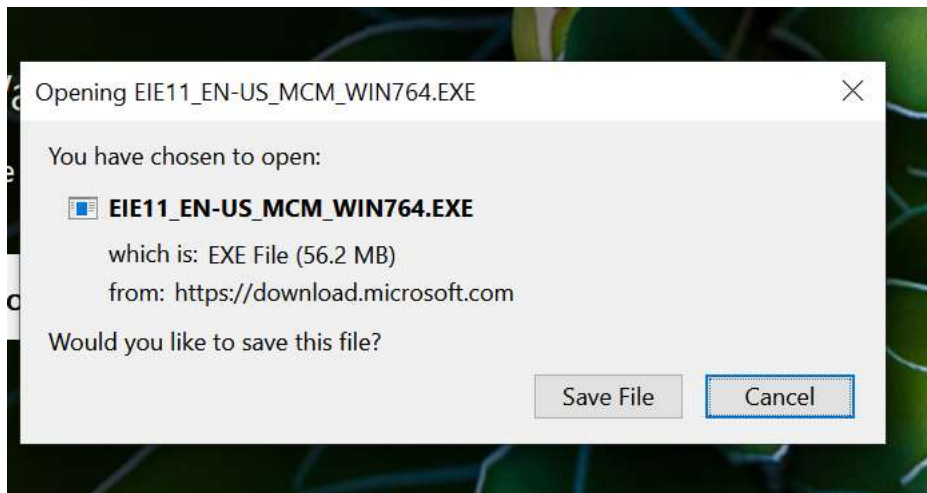
*Important!* Selecting a language below will dynamically change the complete page content to that language.

Select Language:  

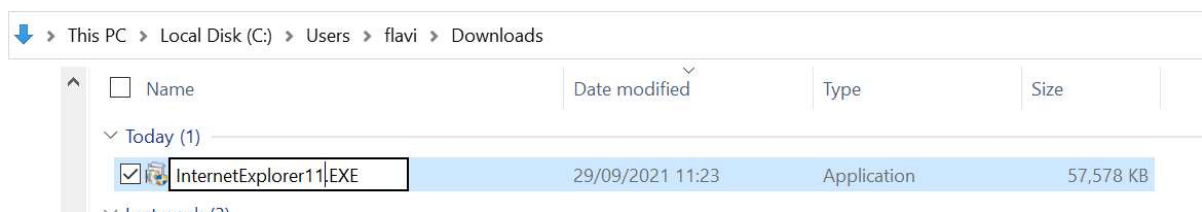
**Download**

Internet Explorer 11 makes the web blazing fast on Windows 7. Now with Bing and MSN defaults.

**Step 2-** Click in button Download - > **Save File**



**Step 3-** After the download is complete is ready to execute-> Click in the .EXE file









The Internet explorer 11 is downloaded and ready to be update.

**TASK A4. LOCATE A HARDWARE DRIVER FOR A DEVICE AS SPECIFIED BY YOUR ASSESSOR. SAVE IT TO DISK.**

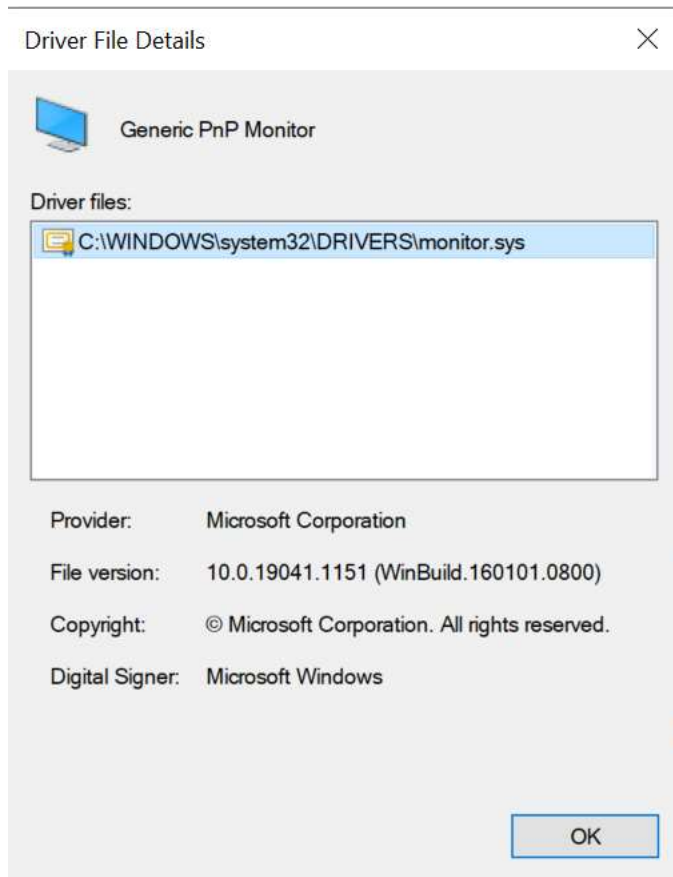
**Step 1 -** In the windows search bar -> Type Device Manager







## Step 2- Search for -> Monitor -> Generic PnP Monitor

- >  Keyboards
- >  Mice and other pointing devices
- ▼  Monitors
  -  Generic PnP Monitor
- >  Network adapters
- >  Print queues

## Step 3- In the second tab -> Driver -> Click in -> Driver Details

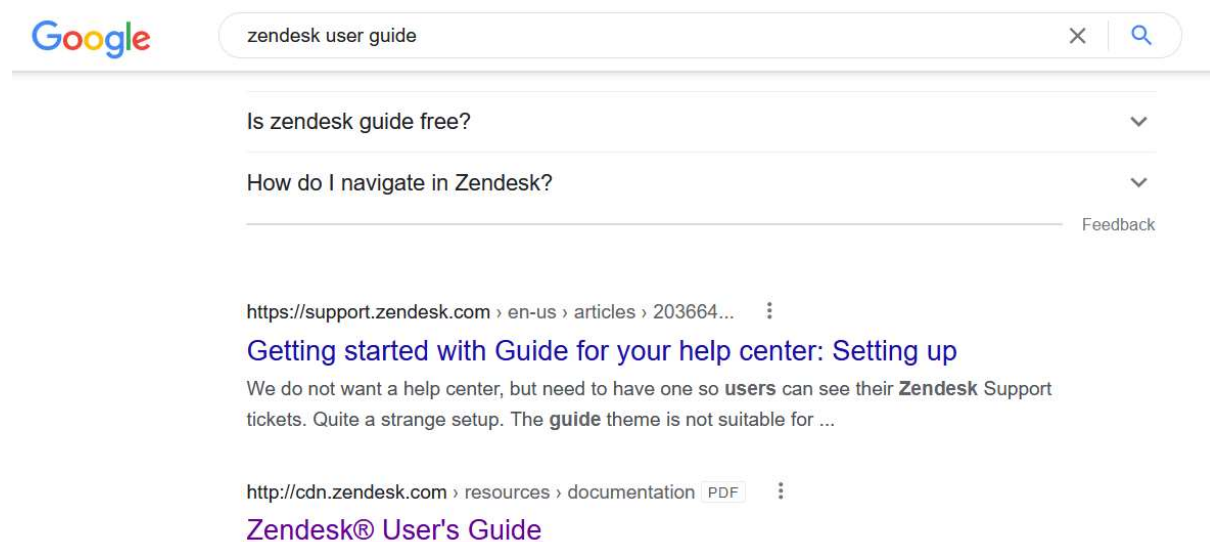


This PC > Local Disk (C:) > Windows > System32 > drivers				
<input type="checkbox"/>	Name	Date modified	Type	Size
<input type="checkbox"/>	 modem.sys	15/01/2021 11:35	System file	46 KB
<input checked="" type="checkbox"/>	 monitor.sys	13/08/2021 10:50	System file	82 KB
<input type="checkbox"/>	 mouclass.sys	07/12/2019 09:07	System file	67 KB
<input type="checkbox"/>	 mouhid.sys	07/12/2019 09:07	System file	35 KB

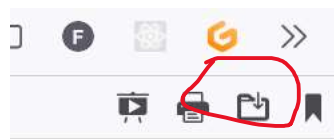


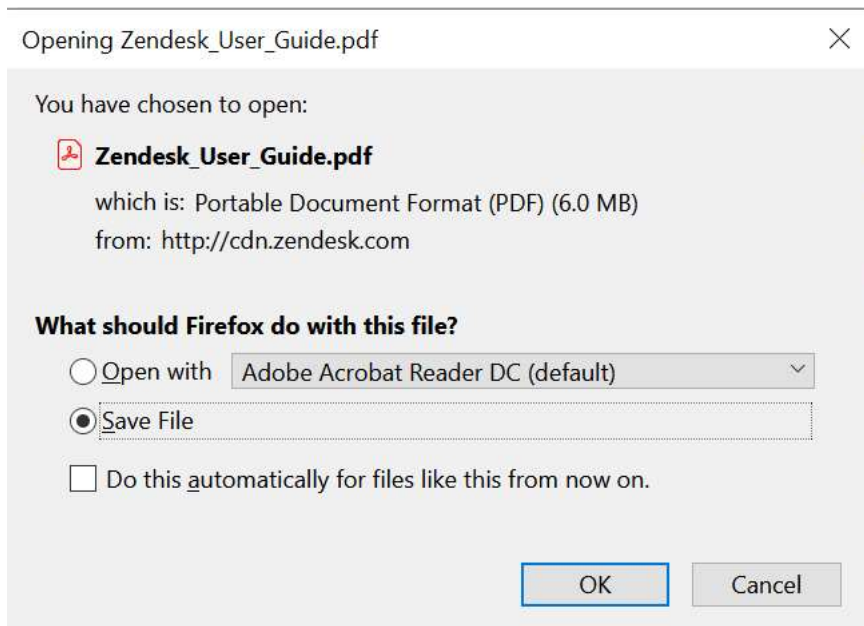
TASK A5. DOWNLOAD AN OPERATOR MANUAL AS DIRECTED BY YOUR ASSESSOR. SAVE THE DOCUMENT TO A LOCAL DRIVE OR NETWORK LOCATION AND CHECK THAT YOU HAVE THE CORRECT SOFTWARE TO VIEW THE CONTENTS. PRODUCE A SCREEN PRINT AS EVIDENCE OF THE DOWNLOAD.

**Step 1-** Type in the web browser -> “Zendesk User Guide”



**Step 2-** On the right top of the screen click on the icon-> “Download”

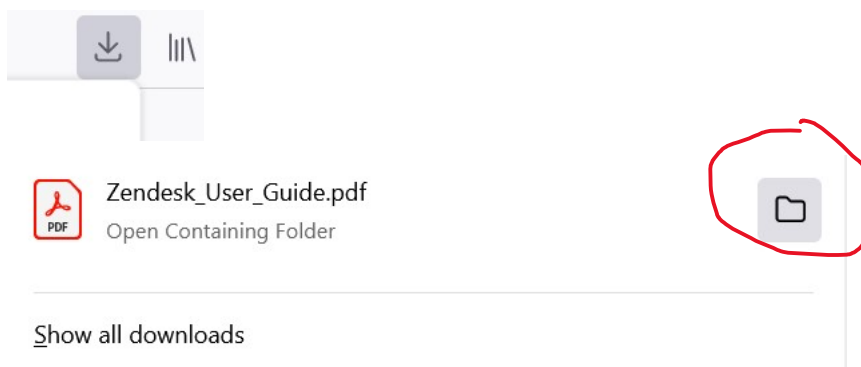




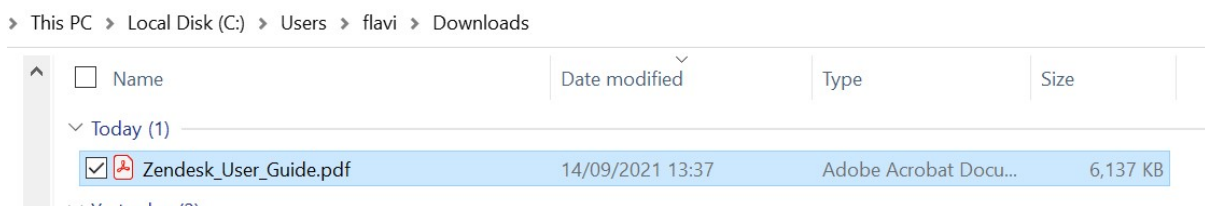
**Step 3-** Click in “Save File” the download is going to start when the download finishes is going to be displayed in the top right of the screen



**Step 4** -Just click in the icon to check for the file downloaded



**Step 5** - Click in the folder and an absolute path is going to bring you to the downloaded file.



TASK A6- ON THE ICT CONTACT SHEET PROVIDED, PREPARE A LIST OF **FIVE** TELEPHONE NUMBERS FOR THE CUSTOMER SUPPORT CENTRES OF MAJOR ICT SUPPORT COMPANIES. INCLUDE **ONE** PRINTER MANUFACTURER, **ONE** SOFTWARE SUPPLIER, **ONE** ICT HARDWARE SUPPLIER, **ONE** HARDWARE MAINTENANCE COMPANY AND **ONE** ELECTRONIC COMPONENT SUPPLIER.

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**PRINTER MANUFACTURER: HEWLETT – PACKARD(HP INC)**



Hewlett-Packard Co. well known as HP is an American multinational information technology company headquartered in Palo Alto, California was founded in 1939.

The company provides products, technologies, software, solutions and service to individual customers, small and medium-sized businesses, and large enterprises, including government, health, and education sectors.

Their printers offer a low cost, a notable quality and reliable printing performance, with a leading security and solutions offerings.

Their customer support in Ireland can be contacted through the virtual agent:

<https://virtualagent.hpcloud.hp.com/>

Customer services number : **+353 (01) 890 946 500**

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## SOFTWARE SUPPLIER: MICROSOFT



Microsoft is an American multinational computer technology corporation whose history started 4th April 1975. Formed by Harvard College dropout, Bill Gates and his childhood friend Paul Allen, Microsoft has now become the biggest software company. It is also one of the most valuable companies in the world.

The history of MS Office starts officially from **November 19, 1990**, Microsoft Office is a suite of applications for business productivity. A *suite* is a group of applications that are designed to work well together and are designed around a common interface.

- **Word:** A word processor, used for text-based documents like reports, memos, and letters.
- **Excel:** A spreadsheet program, used to organize and calculate numeric data like budgets, sales results, and loans.
- **PowerPoint:** A presentation graphics program, used to create computerized slide shows to accompany all types of public speaking (sales pitches, lessons, informational meetings, and so on).
- **Outlook:** An email and personal information management program, used to send and receive email, schedule meetings, track to-do lists, and store contact information.
- **Access:** A database management system, used to store and organize structured data such as inventory and personnel information and customer orders.

Microsoft's customer support:

<https://support.microsoft.com/contactus/>

Customer support number: **+353 (01) 850 940 940**

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## ICT HARDWARE SUPPLIER – DELL



Dell is an American multinational computer technology company that develops, sells, repairs, and supports computers and related products and services, and is owned by its parent company of Dell Technologies.

They provide technology solutions, services & support, supply laptops, desktops, gaming desktops computers and laptops, monitors, keyboards, mice, audio, webcam, docking station, cables, adapters, batteries, and AC adapters.

Dell customer support:

<https://www.dell.com>

Customer support number: **+353 (01) 509 3275**

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## HARDWARE MAINTENANCE COMPANY: DIATEC



Diatec is an Irish company founded in 1984, with offices in Dublin, Cork, and Galway

They supply & support many of the top Architects, Consulting Engineers & Construction companies in the Irish market & are HP, Microsoft, Symantec, SonicWall, Riverbed, Dell, Veeam & VMware partners providing end-to-end IT solutions.

Diatec customer support:

[autodesksupport@diatecgroup.ie](mailto:autodesksupport@diatecgroup.ie)

Customer support number: **+353 (01) 853 0661**

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#### ELECTRONIC COMPONENT SUPPLIER.



123ink.i.e., is an Irish company that is being supplying printer ink cartridges and toners since 2006

123ink customer support:

[info@123ink.ie](mailto:info@123ink.ie)

Customer support number: **+353 (01) 808 1244**

Company Name	Type of Company	Contact Number
Hewlett-Packard Co (HP)	Printer Manufacturer	+353 (01) 890 946 500
MICROSOFT	Software Supplier	+353 (01) 850 940 940
DELL	ICT Hardware Supplier	+353 (01) 509 3275
Diatec	Hardware Maintenance Company	+353 (01) 853 0661
123ink.i.e.,	Electronic Component Supplier	+353 (01) 808 1244

#### TASK A7- TICKET INFORMATION

Priority: HIGH

Order ID/ Ticket Number: 2345OA

Subject: Blocked

Device ID: 2345

Description: User cannot remember password

Type of Issue: Password blocked

#### User Information

Employee ID: 7865 E-mail: maria@tech.icd

Requested by: Maria Requested On: 29/08/20

Phone Number: 01 890 001

#### Machine Information

Operational System: Windows 10 System Type (32/64 bit): N/A

System Details: N/A

Processor: N/A

Machine Name: mariaRH2 IP Address: 168.145.122.001

Important Information:

Issue: User cannot access the company system

Frequency: Second time

Environment: CRM

Observation: The user needs her password ASAP to keep working

**Conclusion:** Forgetting security password for user login or not changing password within the allowed time frame and losing access due to password expiry. Having a large user base can cause these trends to constantly happen as it is left to users' vigilance to keep password safe and to renew.

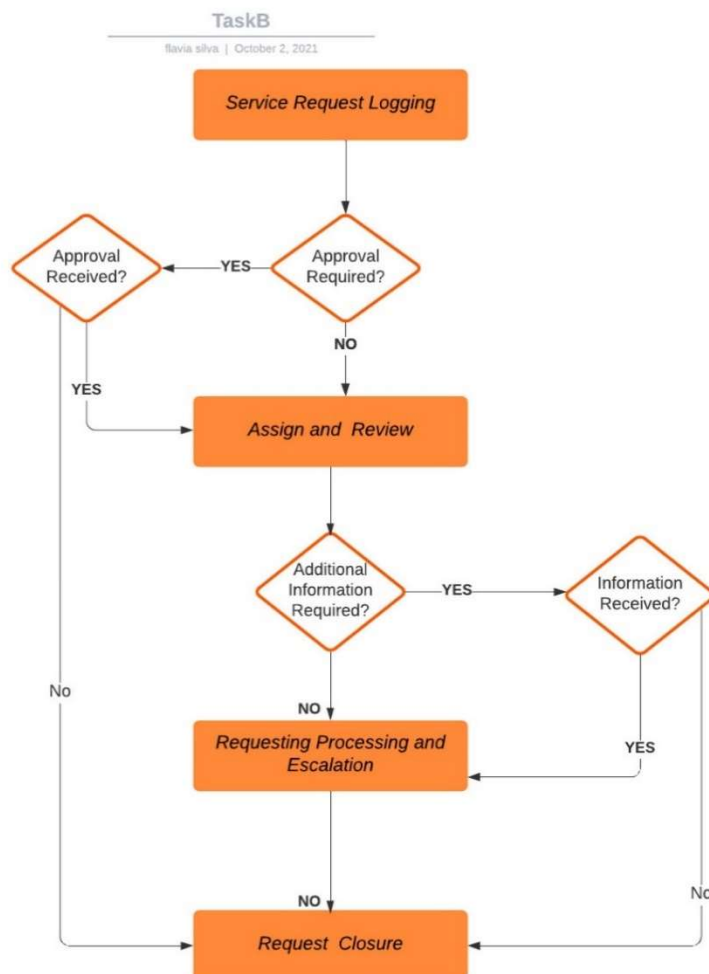
#### TASK A7- TECHNICAL PROBLEM TICKET INFORMATION

## TASK B – ASSESS CUSTOMER FEEDBACK

1.SUPPORT COMPANIES FREQUENTLY SURVEY THEIR CUSTOMERS TO ESTABLISH THEIR LEVEL OF SATISFACTION. A POPULAR METHOD IS A TELEPHONE SURVEY.

THERE IS A PARTICULAR PROBLEM WITH THE SERVICE BEING DELIVERED BY TECHNICAL COURIERS IN YOUR COMPANY. THEIR ROLE IS TO PROVIDE BASIC INSTALLATION SERVICES FOR THE REPLACEMENT OF PERIPHERALS.

WRITE **TEN** QUESTIONS THAT COULD BE ASKED IN A TELEPHONE SURVEY OF YOUR CUSTOMERS. THE SURVEY WILL BE UNDERTAKEN BY NON-TECHNICAL STAFF AND SHOULD COVER THE COMPLETE LIFE CYCLE OF THE REQUEST FOR SERVICE.



### SERVICE REQUEST LIFECYCLE

Service Request Lifecycle is a set of predefined statuses of a request resolution. It is a guidance to help desk technician that provides a visual process to solve a customer request.

A service request lifecycle goal is to understand customer needs and to establish a multi-channel strategy, leverage automation while removing common and repetitive tasks. When a service is



catalogued is much quicker to find solutions and the company can provide a better, efficient, and increasing focus and agility in a customer service.

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#### FIVE BENEFITS OF CONDUCT A GOOD CUSTOMER SURVEY.

1. **Understand Customers-** The company can build an understanding of many operations from customers' perspectives such as desires, insights, point of views to develop, to create an accurate product or/and service that is according to their needs. When we understand their concerns, it is easy to the company to flag those areas and improve it and create a better relationship.
2. **Improve Customer Relationship –** It provides a channel for customers to express their views. In a survey a company can nurture loyalty from customer, they feel that they are important, their opinion is valid for the company. It shows that the company care, and they have been listened to their concerns and complaints, that will guarantee a positive improvement in a customer relationship and an ability to retain customers.
3. **Areas of Improvement –** Analysing the responses to a satisfaction survey highlights your company's strengths and weaknesses from customers' perspective. Focus on areas of business that achieve very low satisfaction scores and prioritize improvement programs so that you can remedy any serious problems in those areas. it is an opportunity for the company to understand and analyse what is the customer rates as bad or wrong reviews and where the company is making a great impression.
4. **Feedback -** The feedback can highlight problems that the company is not aware of, giving the company an opportunity to respond and take remedial action.
5. **Optimize Customer Experience –** It is an opportunity to make the customer's experience what they want it to be. The company may even be able to give them a positive experience that they didn't expect. helping the company gain a better understanding of your customers' requirements and concerns so that companies can improve their products and the standards of service in line with customers' needs.

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#### TELEPHONE SURVEY QUESTIONS

<u>Questions:</u>	<u>Answers:</u>
1. How satisfied were you with the handling of your case?	
2. How satisfied were you with the performance of our agents? (1 to 10)	
3. How do you rate the experience with our product? (1 to 10)	
4. How would do analyse our rate service?	
5. Would you recommend our products to a friend? (Yes, No)	
6. How would you rate our customer communications? (1 to 10)	

7. How do you rate the response time to our customer service? (1 to 10)
8. What product and/or service characteristics do you like?
9. How satisfied were you with the resolution of your case?
10. Would you like to add any suggestion or recommendations for our services?

## TASK C – INTERPRET TRENDS

### TASK C1- BRIEFLY DESCRIBE DATA FILTERING.

Unfiltered			Filtered to Males		
	Average	Sample size		Average	Sample size
Coca-Cola	3.73	15		4.50	6
Diet Coke	2.93	15		2.17	6
Coke Zero	3.07	15		3.00	6
Pepsi	3.60	15		4.17	6
Diet Pepsi	2.73	15		2.67	6
Pepsi Max	2.80	15		2.83	6

Data filters serve a specific purpose. They may be used for looking at results in a particular period, calculate results for a particular group of interest, validate statics models

Data filtering is going to remove that is useless for the reader or confusing information by generated reports and query results from database tool often result in large and complex data sets.

TASK C2- LOOK AT THE TREND SYMPTOMS ON THE TREND ANALYSIS SHEET PROVIDED BY YOUR ASSESSOR. IN THE SPACES PROVIDED ON THE SHEET, LIST **TWO** POSSIBLE CAUSES AND **TWO** ITEMS OF PREVENTATIVE ACTION, FOR EACH TREND.

---

#### TREND SYMPTOMS

During the last three weeks, several calls have been received from a customer, requesting support for their laser printers. The problem statements have indicated that the paper is not being fed correctly from the paper tray. There has been more than one printer with the same problem, and the fitting of new feed rollers has improved, but not always rectified the fault. There have been no previous calls from this customer for this type of problem. There are no other customers reporting this type of problem.

#### Possible cause or causes:

1. It is feeding the wrong tray in case the printer has multiple trays
2. The tray is jam-packed or almost empty
3. The paper might not be engaged with the feed rollers.
  - The paper-width guide is pressed against the paper stack too tightly.
  - The paper tray is not completely inserted into the product.
  - The paper settings in the print driver do not match the paper loaded in the paper tray.
  - The rubber paper-feed rollers are dusty.

#### Preventative action:

1. Check the condition of the paper (removing the stack of paper from the tray) check if there is not any ripped, dusty, wrinkled or bent paper.
2. Make sure the stack of paper is the same size and type and align the edges, make sure there is more than 10 sheets and no more than 25
3. Print a self-report, check for paper jam, clean the paper pick rollers, store paper correctly cool and dry place.

---

#### TREND SYMPTOMS

Four customers have requested support. The symptoms indicate hardware failures and relate to ICT systems and peripherals. In all cases, the failure has resulted in a complete failure of the unit, either with loss of power or loss of communication. The customers are all located within a 1-mile radius and the faults were reported within a period of one hour.

#### Possible cause or causes:

1. Power supplier, memory failure

## 2. Overheating due to a fan failure

### **Preventative action:**

1. Verify electricity levels if is not faulty, do not overload circuits (a lot of electricals plugged in the same spot), maintain proper operating temperatures, testing power supplies.
2. Clean the fans, add a memory cooling fan, do not leave in a temperature-sensitive area, add a case fan, adding memory

---

## TREND SYMPTOMS

From an analysis of customer calls, the following statistics have been obtained:

Hardware calls – 32%

Software calls – 15%

Application support – 31%

Other – 22%

Fixed on site – 22%

Fixed off site – 78%

Fixed by first phone call – 54%

Analysis has indicated that there is a “top ten” of repeat requests. The top three are a) How to recover lost files, b) Internet connection problems and c) Failure to connect to a network.

### **Possible cause or causes:**

- 1 .Just deleted files accidentally or move
- 2 .Router location, limited bandwidth, and congested frequencies
3. resources failure routers, switchers, DHCP and DNS services

### **Preventative action:**

1. to prevent to delete just change the permission on windows, install software to find and restore missing files, hide files.
2. Change the router location, restart the router, rebooting the router , change channels enable 2.4 and 5ghz
3. long term power generation capacity in a data centre, backup server, backup link, backup broadband.

### TASK C3- BRIEFLY DESCRIBE TRENDS THAT MAY OCCUR IN SUPPORT REQUESTS.

**A couple of major frequent trends that occur with a helpdesk are.**

1. **Pandemic** - In the current pandemic climate, there is a demand to work at home and usually when securing a work network, it is based on VPN client. Constant maintenance and login into this are a massive daily call to Helpdesk operators requiring more support across all industries
2. **Password**- As such a high demand of people working from home due to the pandemic, many of employee's forgot their security password for user login or not changing password within the permitted allowed time frame and losing access due to password expiry. Having a large user base can cause these trends to constantly happen as it is left to users' vigilance to keep password safe and to renew.
3. **Cyber-attack or a bug** – in the system can cause increasing support requests as customer will be concern about the leakage of their data, or because they cannot access the system. It can temporarily or indefinitely disrupt services of any business connected to the Internet. It can stop customers from reaching online checkout, browsing/purchasing your merchandise, or from accessing a system or site.

**Causes for a decline in customer support:**

1. **FAQs and Online Knowledge Bases** -The company provides a lot of information in advance of any issues that customers can find it. Including documents available online, available Frequent Asked Questions (FAQs) the purpose is to provide information on frequent questions or concerns eliminate few calls or e-mails.
2. **User friendly technology** -The company website is user friendly and easy to navigate, it could be helpful to reduce the number of contact telephone numbers displayed and push more self-serve options.
3. **Self- service customer programs** - Customer portals are valuable knowledge resource over time by giving customers access to their complete history of customer support requests and answers. That means customers can find answers to questions they've asked in the past, eliminating the need to contact the company to ask the same question a second time.

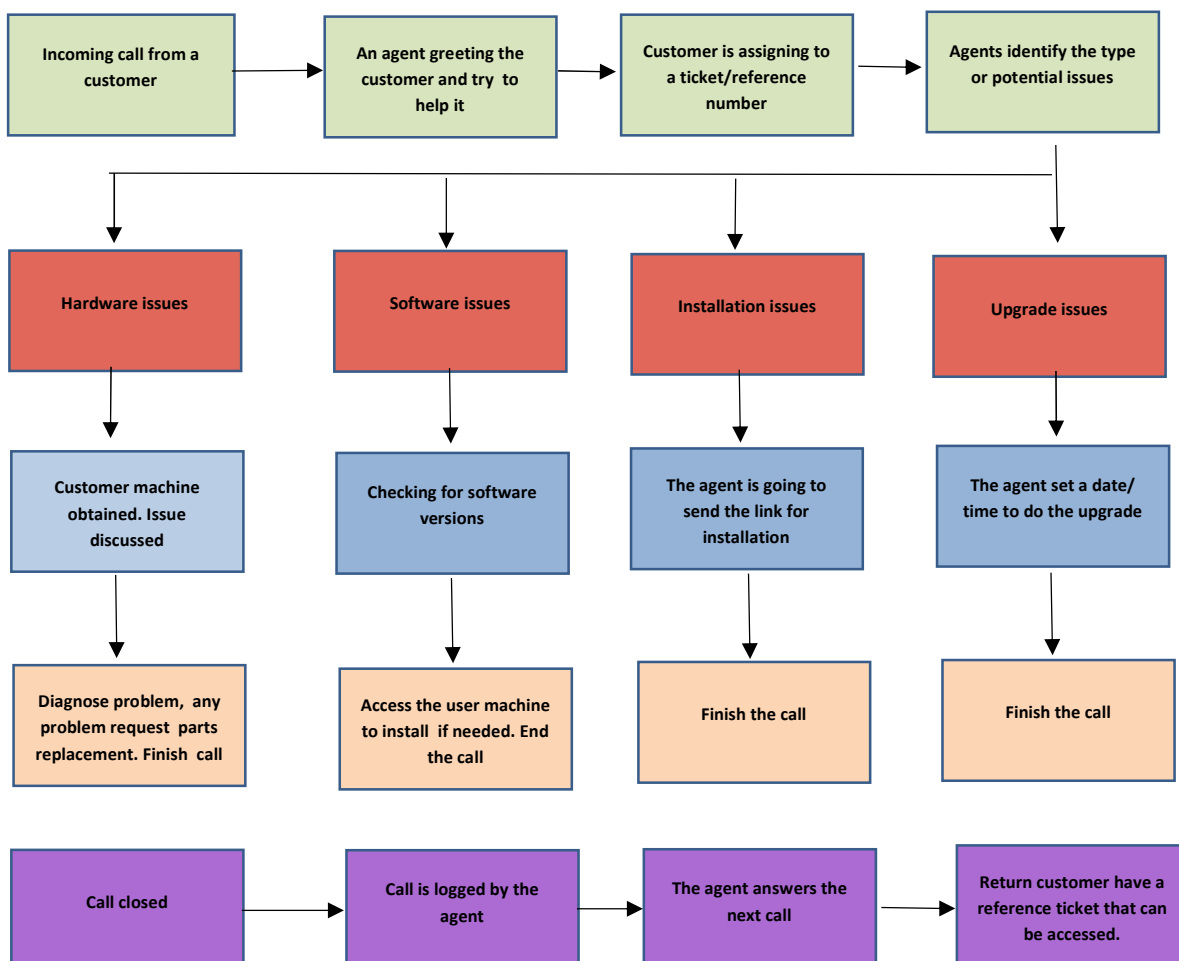
## TASK D – PROVIDE REMOTE TECHNICAL SUPPORT

TASK D1- REMOTE SUPPORT ORGANISATIONS OFTEN USE SPECIALIST TEAMS TO RESPOND TO CUSTOMER REQUESTS FOR SERVICE.

DESIGN A SIMPLE FLOW CHART, WITH QUESTION POINTS, STARTING FROM THE CUSTOMER MAKING THEIR INITIAL CALL AND LEADING TO A RESPONSE BY A SPECIALIST. THE CHART SHOULD BE CAPABLE OF BEING USED TO RECOMMEND THE LAYOUT OF AN AUTOMATIC TELEPHONE ROUTING SYSTEM IN A CALL CENTRE HANDLING:

- HARDWARE SUPPORT
- SOFTWARE SUPPORT
- INSTALLATIONS
- UPGRADES.

The call centre supports a wide range of IT equipment, and there should be provision for a customer enquiry that does not fit in to the normal call flow. Check that a customer can ask for progress about an existing call without logging a new call. **Answer:**



TASK D2- YOU HAVE LISTENED TO A CUSTOMER CALL TO THE CUSTOMER CALL CENTRE AND ARE CONCERNED AT THE LACK OF STRUCTURE TO THE DIAGNOSIS PROCESS. THE CUSTOMER HAS AN ICT WORKSTATION THAT WILL NOT OPERATE.

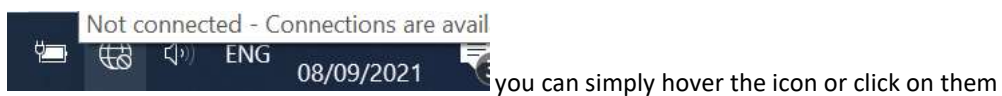
Agent: Good morning/afternoon/evening – thank you for calling the helpdesk how may I help you?

Customer: Hi, I am looking for some help. I do not have internet connection. Can you help me?

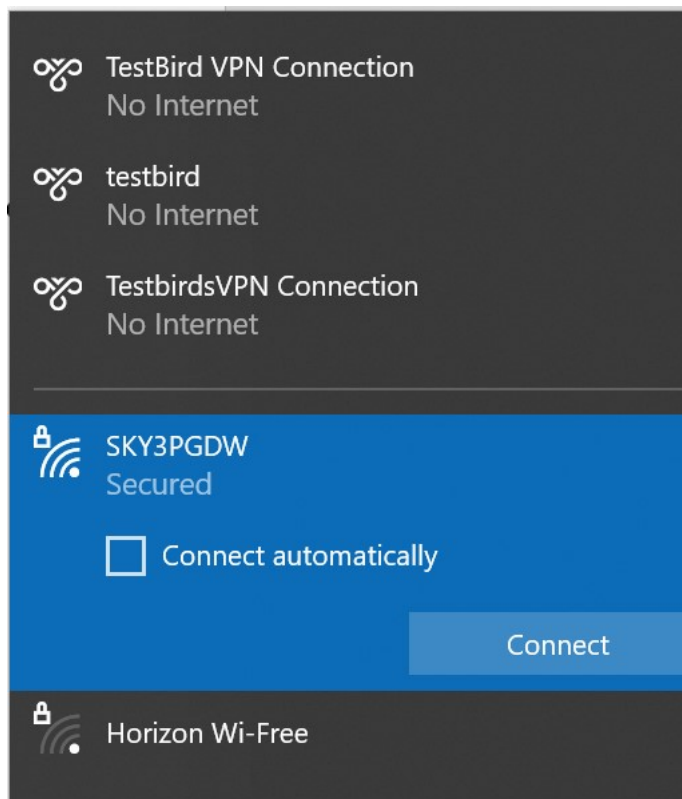
Agent: OK.no problem.is your Wi-Fi turned on?

Customer: How can I check it?

Agent: In your task bar on the right side close to the date and time there is a globe icon

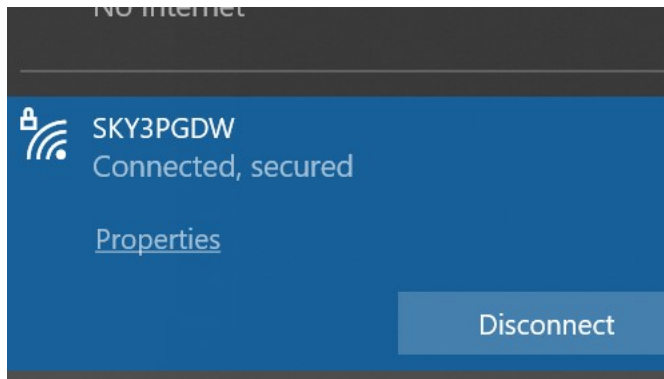


you can simply hover the icon or click on them



Please try to switch on and off and check if you can obtain a connection

If the box is not checked please just check it



In case the first step does not solve the problem, the agent should keep trying to solve the problem with another solution.

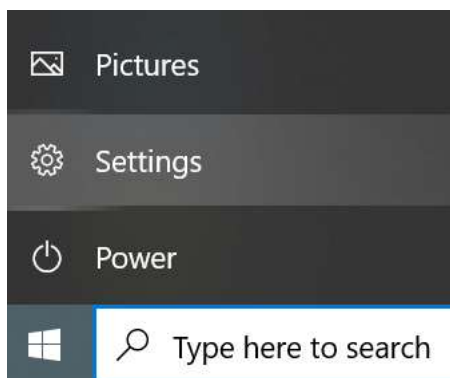
**Option 2.** This document describes the process of performing a network reset in Windows 10.

A network reset will remove and reinstall all network adapters on your computer as well as set most other networking components back to their original settings. This is useful for troubleshooting various networking issues but **will also result in all saved networks and network password being forgotten, meaning that you will have to enter in these passwords again.**

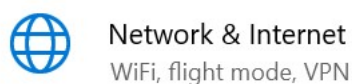
Agent: Could you reset your network and restart your device?

Customer: Can you help me with that?

Agent: From the start Menu, navigate to **Settings**.

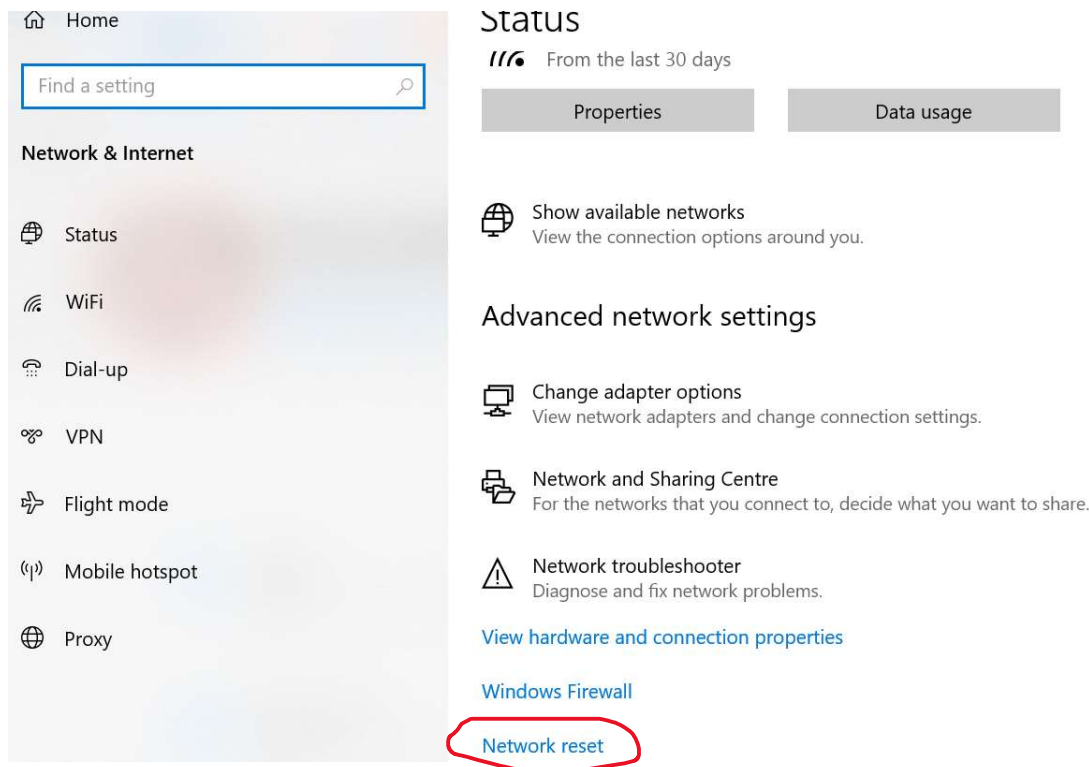


Click in **Network and Internet**





Click in **Network reset**



Click in **Reset now**

## Network reset

### Network reset

This will remove and then reinstall all your network adapters, and set other networking components back to their original settings. You might need to reinstall other networking software afterwards, such as VPN client software or virtual switches.

Your PC will be restarted.

Reset now

Your computer will now restart, and your network adapters and configuration will be reset. Once this has been done, please try connecting to a network again. Note that **if the network requires a password, you will have to enter the password again.**

When restarted make sure the customer is signed in a correct network and enter a correct password.

**Option 3** – if none of the solutions above fix it

It is time to check and restart modem and router

Agent: Can you reach your router? It is a black or with box with a couple of green lights

Customer: Yes, I can

Agent: Unplug the router from the power source. Can you Wait at least 30 seconds before plugging it back? Now you can plug the router back.



If everything is working properly, these icons should illuminate with a solid colour or have a blinking green or blue light. When there is an issue with connection, these icons usually turn red or orange. If it's red or unlit, then this may show that there is currently no connection. If the colour is orange, then this indicates that there is a problem or limited connectivity.

#### **Diagnostic Steps (Summary):**

1. Confirm with the customer when was the last time the internet was working, if they have connection in another device (tablet, phone).
2. Check with the customer and make sure they are trying to connect to a correct network.
3. Advise the customer of how to go through to all the process
4. Check that network Wi-Fi adapter driver is running. Will need a wired connection to router to run this fix.
5. If all the steps are done and the issues persist send an agent to have a look in the customer machine.

## TASK E – PROVIDE WRITTEN USER INSTRUCTIONS FOR NON-TECHNICAL CUSTOMERS AND TO RECOMMEND SUITABLE TRAINING COURSES AND COACHING SESSIONS

TASK E1- WRITE **THREE** SHORT EXPLANATIONS TO ENCLOSE WITH DISKS THAT ARE BEING SENT TO NON-TECHNICAL CUSTOMERS ON EACH OF THE FOLLOWING:

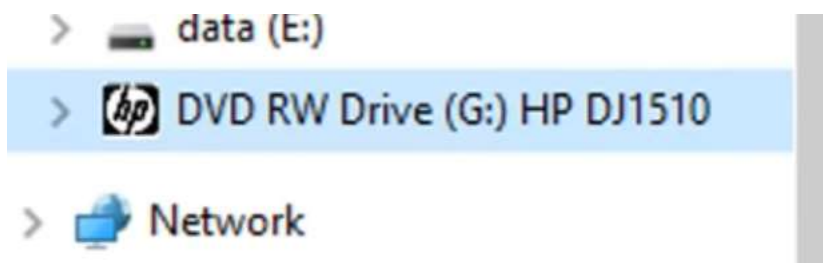
### INSTALLING A NEW DRIVER

A device driver is a small piece of software that tells the operating system and other software how to communicate with a piece of hardware. They work as a translator between a device and a program that wants to utilize a software to allow the communication between them drivers are locally installed in your computer.

I am going to explain how to install a new printer an HP deskjet, the CD is provided when the customer purchases a printer.

You can usually locate the drivers on the manufacture's website. Printers' drivers are often found under "downloads" or "drivers" on your printer's manufacturer website.

**Step 1-** Insert the CD in the CD driver



**Step 2-** Find the HP icon .exe file and double click it



**Step 3-** Installation agreements and settings -> click in the box and then next

This printer will be set as the default printer, [click here to read more and change this setting.](#)

☒ I have reviewed and accept the installation agreements and settings.

Back

Next

Cancel

#### Installing

The selected software is being installed.



Installing 4 of 4: HP Photo Creations ...



Thank you for choosing HP

**Step 4-** After install, just restart your computer



You must restart your computer before the new settings will take effect.

Do you want to restart your computer now?

Reboot Now

Reboot Later

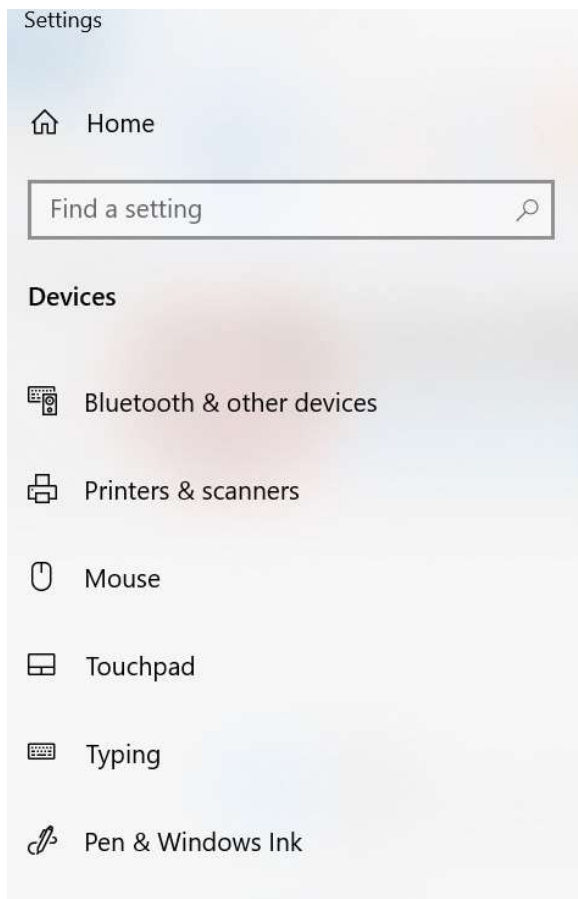
**Step 5-** An icon is created in the desktop area, or you can select in settings -> type "Printers and Scanners"

Printers & scanners



Printers & scanners

all the printers and scanners installed in that computer is going to be shown as image below:



## Printers & scanners

### Add printers & scanners



Add a printer or scanner

### Printers & scanners



Fax



Fax - HP OfficeJet 3830 series



HP ePrint + JetAdvantage  
Default



HP6F9C2F (HP OfficeJet 3830 series)  
Attention required

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## BOOTING FROM AN EMERGENCY DISK:

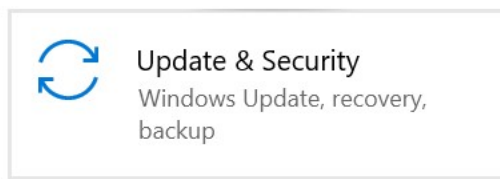
An emergency booting occurs when a Windows operating system have stopped working, hard disk drive fails, a boot from a CD is a CD-ROM for booting PC and recovering data in emergency situations, helping you to gain access to your computer, and create an image backup, it will boot up your computer and allow you to scan your internal boot drive.

The boot disk is not an installation CD and users need to create their own disks by accessing the manufacturer website and downloading the boot disk.

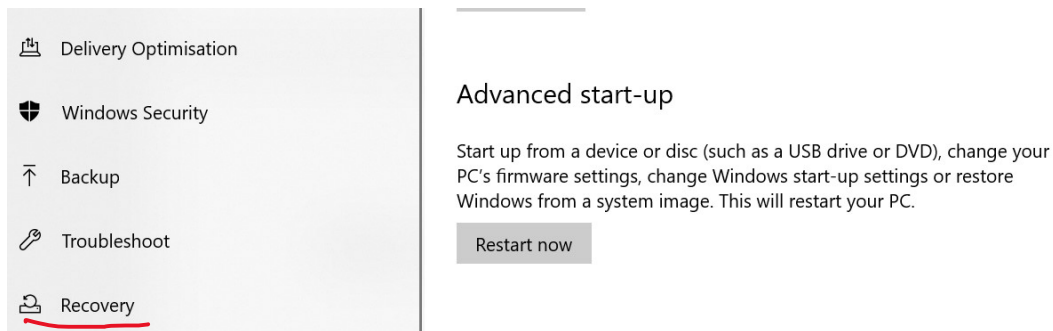
Find below the steps to require booting from an emergency boot disk on a Windows 10 machine:

**Step 1** -Click in the start icon and then “**Settings**”.

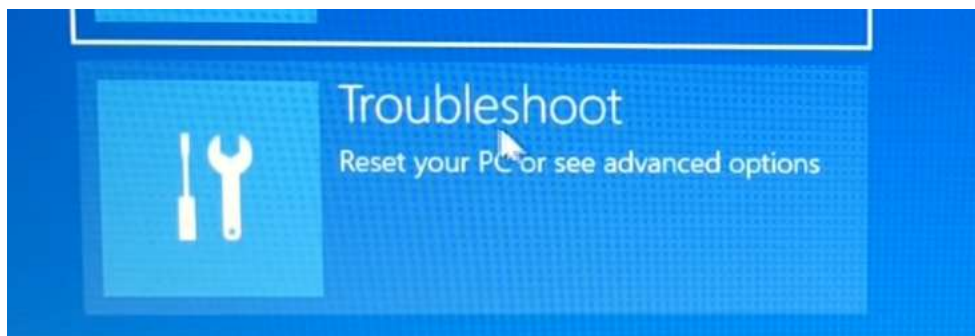
**Step 2** -Click in “**Update & security**”



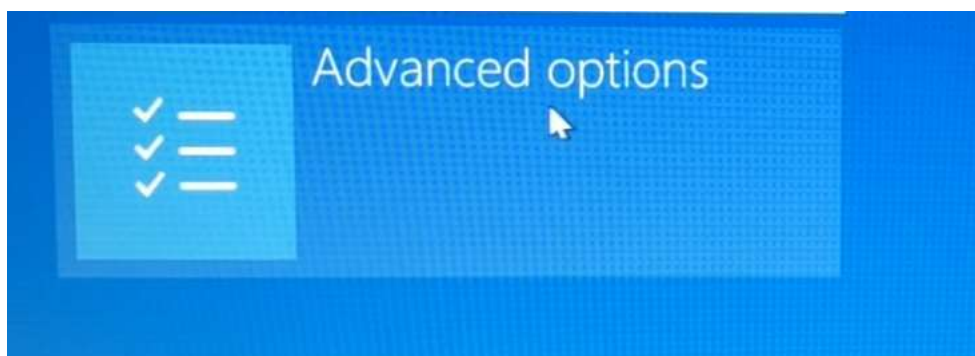
**Step 3**-Click in “Recovery” -> “Advanced start -up”



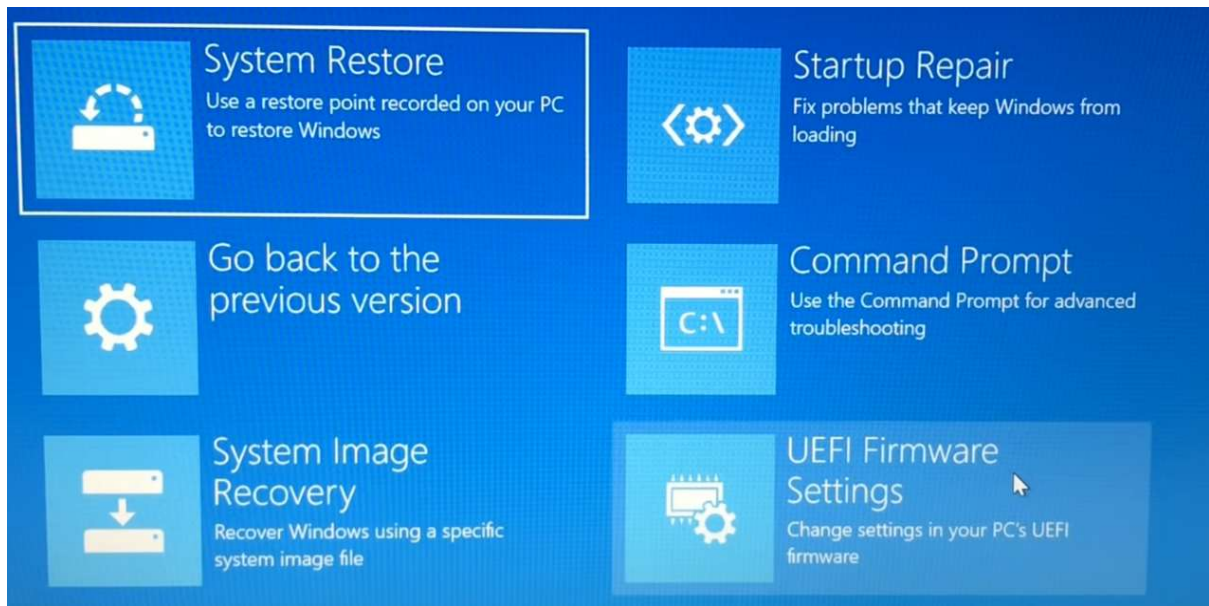
**Step 4**- click in -> **Restart now** -> “Troubleshoot”



**Step 5** -The system is going to show 2 options **Reset this PC** and **Advanced Options** -> Click in “Advanced options”.



**Step 6** -From the net menu -> choose the option “UEFI Firmware Settings”



And then click in **“Restart”**

Bios configuration

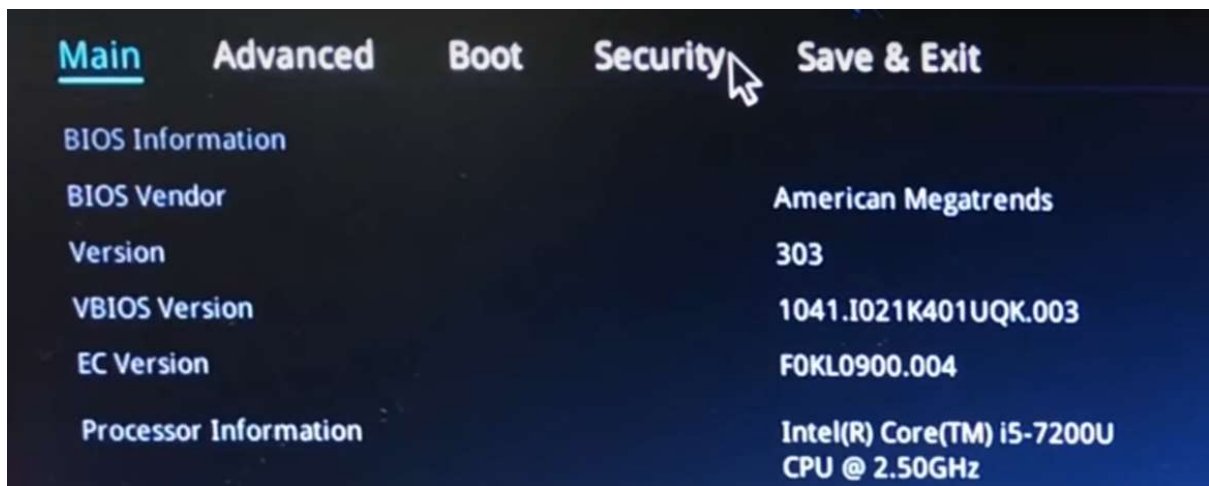


**Step 8** -Switch to the **Advanced Mode** – in the bottom right side of the page

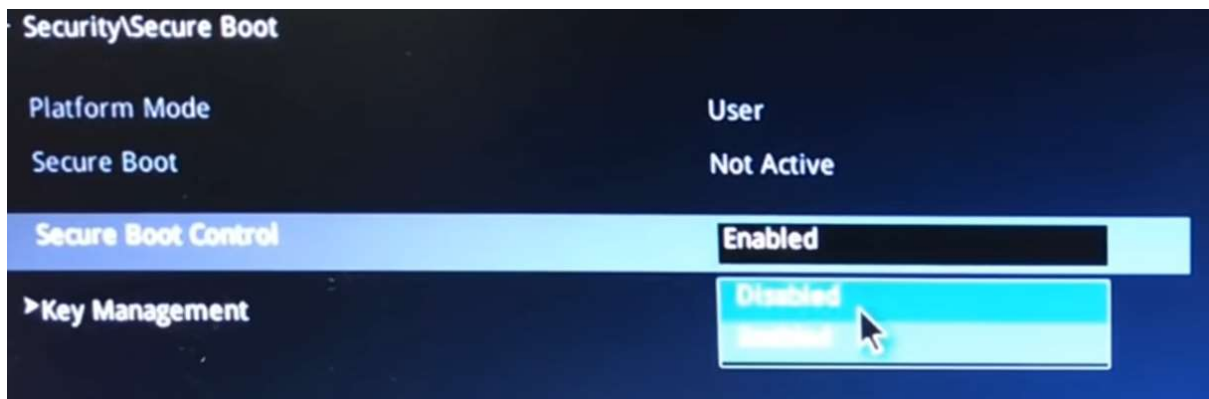


**Step 9** -Click in **Security**

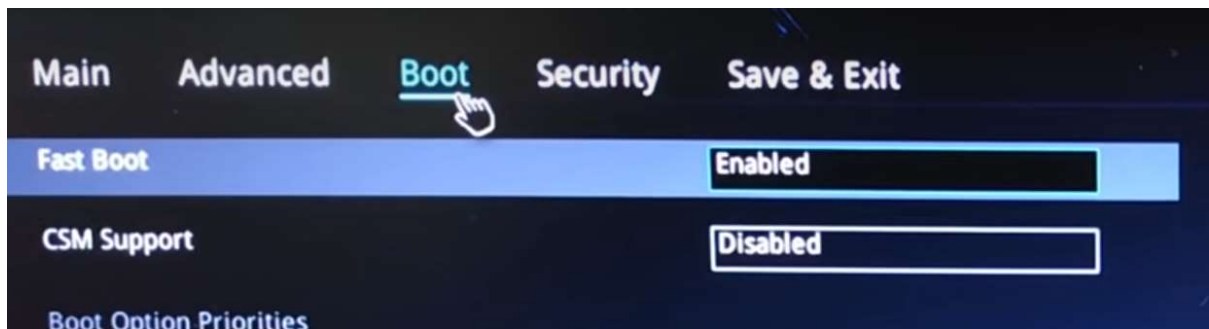




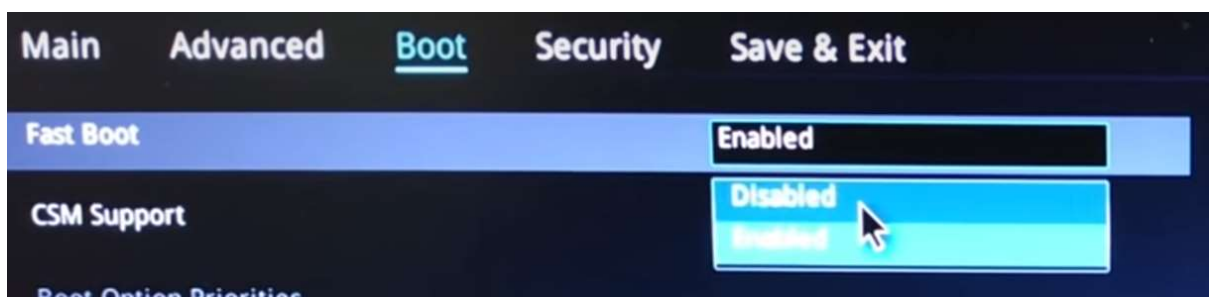
**Step 10** - Select the **Secure Boot** -> Set the **Secure Boot Control** to “Disabled”



**Step 11** - Click in “Boot”



**Step 12** - Check the field “Fast Boot” to “Disabled”



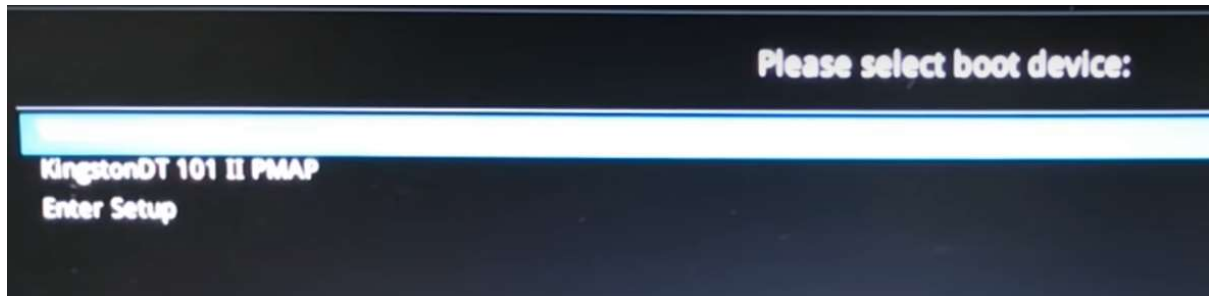


**Step 13** - Set the field “CSM Support” to “Enable”



**Step 14** - Press the F10 key to save.

**Step 15** - Press the ESC key to startup menu, and select the boot device



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## LOADING AND RUNNING A DIAGNOSTIC DISK

A restore point would help to create a snapshot of Windows at any given time, it can bring back to a point from before the problem occurred.

**Step 1** -Click in “Settings” -> “System” -> **About**



### About

Your PC is being monitored and protected.

[See details in Windows Security](#)

**Step 2**- Click in “System Protection”

Related settings

[BitLocker settings](#)

[Device Manager](#)

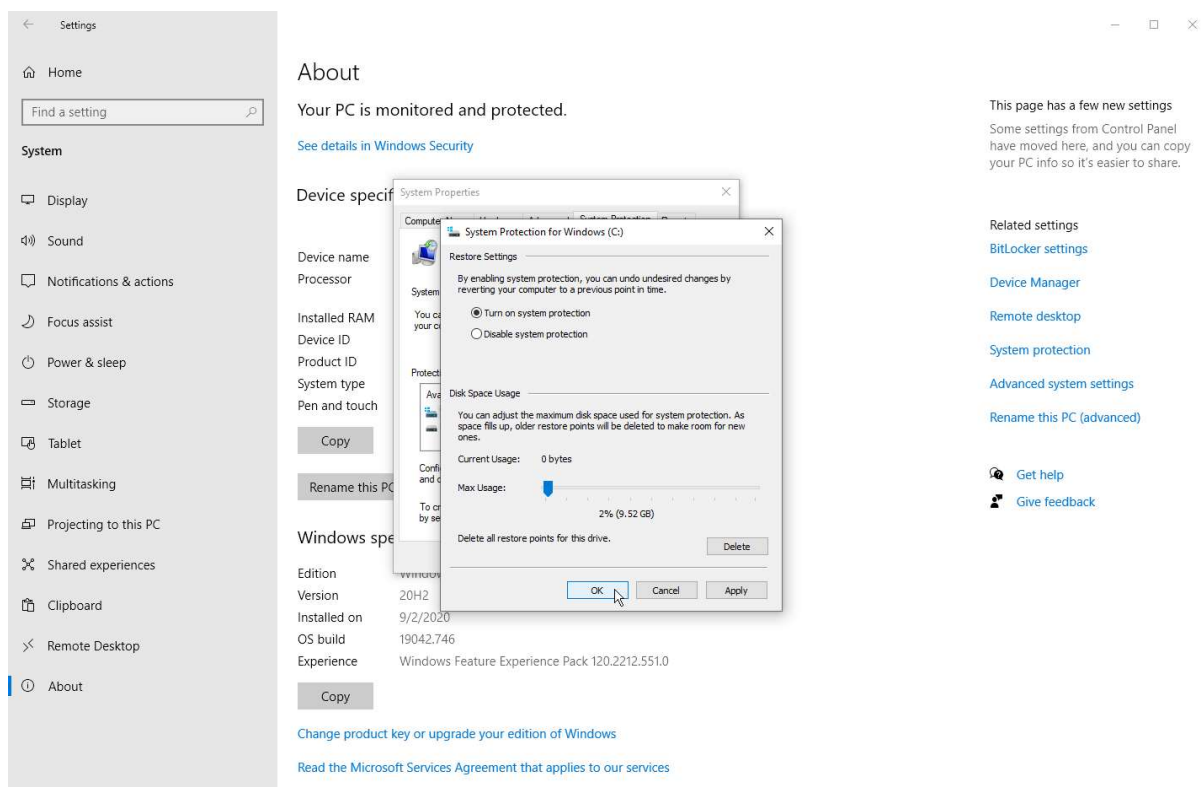
[Remote desktop](#)

[System protection](#)

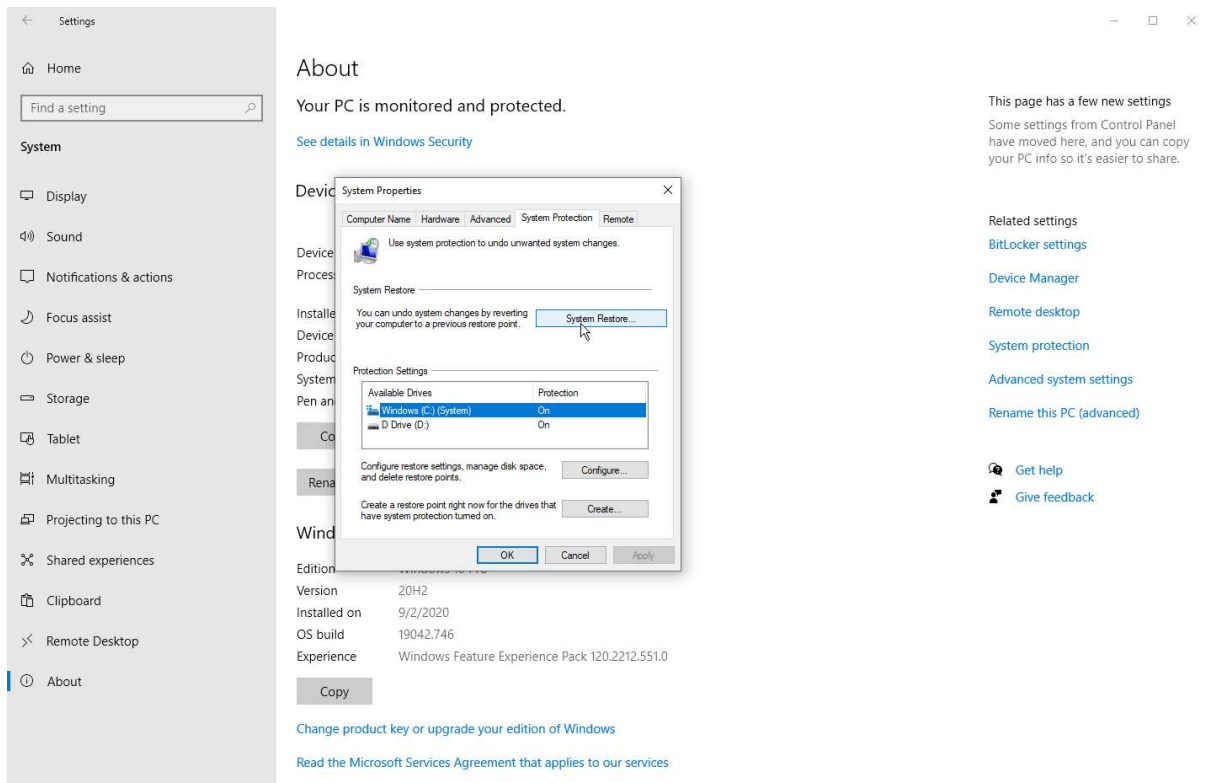
[Advanced system settings](#)

[Rename this PC \(advanced\)](#)

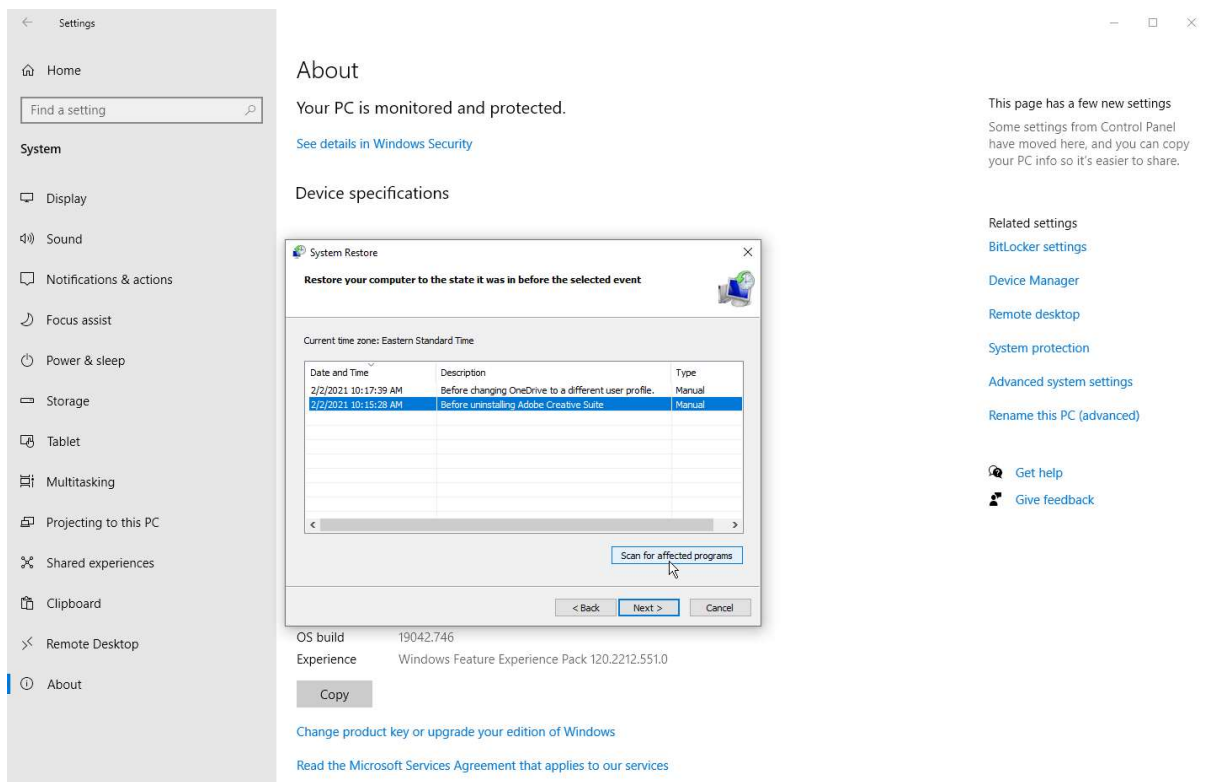
The System Protection tab in the System Properties window displays your primary hard drive and any additional drives. If System Protection has not yet been enabled, the Create button is greyed out. In this case, select the drive you want to protect and then click the Configure button. At the next window, click Turn on System Protection.



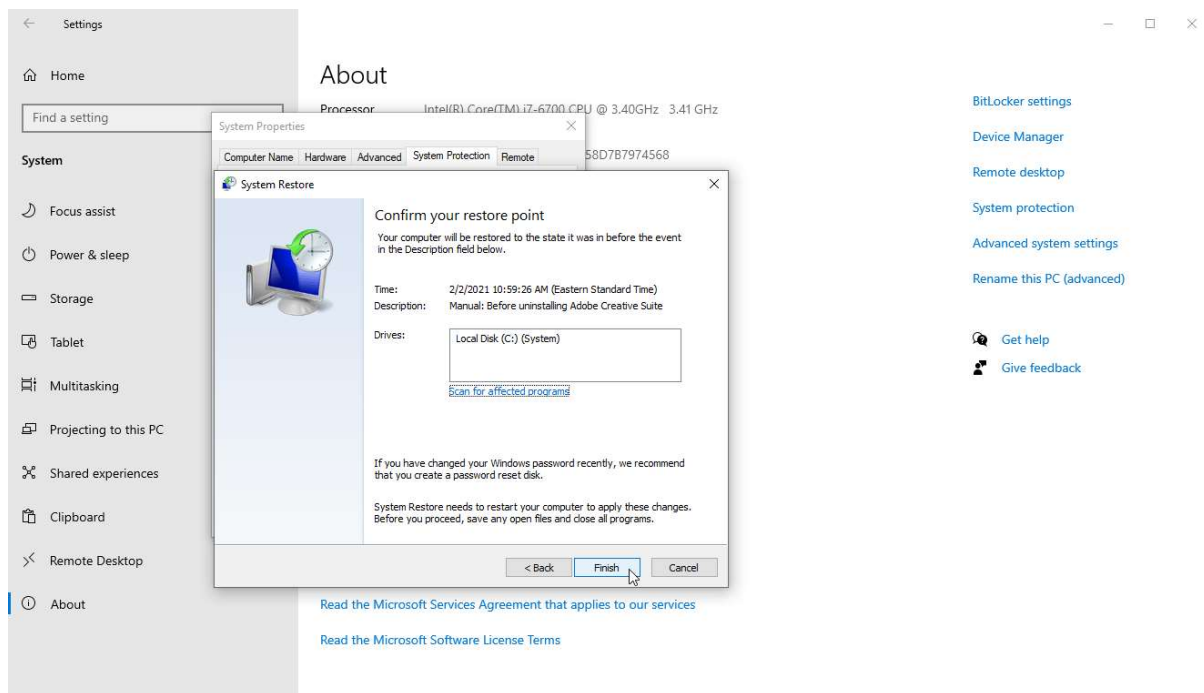
**Step 3-** Click “OK” and restore points will be created automatically at certain key moments



At the Restore system files and settings screen, Windows explains what System Restore does. Click Next to view the system restore points for the drive you selected. Select a specific restore point, then click the Scan for affected programs button.



**Step 4** -Make sure the restore point is selected and click ->"Next"



**Step 5** - Windows will bring your system back to the restore point you selected and reboot, the system will tell that your files and settings are being restored. Once Windows is back up again, you can log in.

**TASK E2-** THE PROFILE OF A CALL CENTRE DIAGNOSIS ENGINEER IS THAT THEY ONLY HAVE PRODUCT TRAINING AND CUSTOMER ON-SITE EXPERIENCE. YOU HAVE BEEN ASKED TO RECOMMEND A COACHING PLAN.

IDENTIFY **THREE** TYPES OF CALL CENTRE CUSTOMER AND THEIR RESPECTIVE KNOWLEDGE REQUIRED

**THREE TYPES OF CUSTOMERS:**

When it comes to computer user's there are three types: Beginners, Intermediate and Experts:

**Beginners/Novice:** Do not have a lot of computer knowledge use, normally they are going to ask a lot of questions, able to use basic programs, normally will result in longer calls as the agent needs to go step by step to make sure they understand, and they are comfortable to execute task.

**Intermediate:** They are users that have a little bit more of knowledge, they do not need a lot of explanations and they will be able to perform most of the tasks in their machines.

**Expert:** They have a lot of knowledge in relation to a computer use. They do not require a lot of assistance as they are able to perform independently.

These users do not need much direction and understand that IT is a facilitator in it's administration role.

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## METHODS TO ASSESS CURRENT CALL CENTRE DIAGNOSIS ENGINEER SKILLS

Contact centres rely on agents to provide a customer service without productive agents, the company take a risk of losing clients, reputation, and revenue, to reach a successful team and boost agent performance the company can have some tactics to tackle this problem.

**Standard certification** - having a training program for agents in your contact center is a way to keep employees aligned with the company's objectives, which directly influences the improvement of services and negotiations. It is also important to emphasize that training must be done periodically, so your company will never run the risk of being unprepared.

When we talk about a customer service focused on solving problems, it is essential to emphasize that an untrained employee, who does not know how to answer customer questions, does not know the products he represents and is not clear or polite in his service, represents a big loss for the company.

**Roleplays** - It is very important to practice different work situation, changing roles to learning and practice opportunities, it helps to deal with difficulty situations, keeping the situations real and relevant that makes the roleplay very realistic for purpose training.

After the session give feedback to employees get them to see what they did right and the area that should be improved.

**Establish Positive Incentives for Good Work**- showing appreciation for their job, offering to employees a positive incentive such as rewards, prizes, social events, lunches off-site, sponsor sports, that makes the employee feel motivated and engaged to the company.

**Monthly Meetings** enable the company to communicate and share information, solve problems to improve performance. They source where problems are coming from, the numbers of calls, general statistics of calls closed and open and time taken to clear.

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## THREE POTENTIAL COACHING SUBJECTS :

1.The first subject is Ben – he is being work for the company more than 5 years, he has the knowledge, good communication, very friend but his performance has declining, **an advanced training is required to make him feel more engaged with the company and see as a new challenge as he is going to learn something different and new. A person in this role would usually move on after five years as it very front line and mentally taxing.**

2.The second subject is Amanda – she is being work for the company for nearly 2 years, very fast, pay attention in a lot of details, very good with maths and solving problems but she is mistakes with

clients, never engage a conversation and never listen to them. **She requires a training to improve customer skills.**

3. The third one is Almir – he is being working for the company for a long time, he is a lovely person, bubbling, full of new ideas, solutions, he treats everyone politely, but his lack of computer skills makes every single task very hard to execute and it takes much more time to do it, **a beginner training should be provided to make him feel comfortable using computer.**

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#### WAYS TO EVALUATE THE EFFECTIVENESS OF THE COACHING :

There are many ways to evaluate training and development effectiveness

1. **Identify Specific KPIs (KPIs stands for Key Performance Indicators)** the KPI's are used to track, measure, and evaluate, to determine how successful the training was and to review the results of an employee evaluation.
2. **Pre-Training Assessment** : It is very important to know what employees know and what they do not know, a pre-training will provide a comparison result at the end of the training, making the training measurement effectiveness easier.
3. **Feedback** : The company do not need to wait until the end of the training to check-in how the employees are doing, a survey can give an overview or the employee point of view about the training, what they are enjoying about, and what they would change to improve the learning experience.

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#### WHY THIS EVALUATION IS IMPORTANT:

Evaluation is very important because is going to make employees feel more rationally and emotionally committed to their jobs, it makes them feel more confident, gaining a new skill set, it makes the employee feels important and part of the company when the company invest in their learning and development making them not want to leave the company.

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## A LIST OF COACHING METHODS TO SATISFY A RANGE OF VARIOUS LEARNING STYLE:

People have a different way to receive information, the learning style suggests that students will learn better if they are taught in a manner that conforms their preference and the way they feel comfortable and engaged learning.



There are currently seven learning styles:

1. **Visual-Spatial Learner:** The learners that absorb information through what they see, by observing things, Using whiteboard, images, videos, pictures, diagrams, tables and so on. They can easily visualize information.
2. **Auditory:** aural – The best way to learn for those type of learners is by listening, it is easy to retain information after hearing it, thinking out loud to understand better, the students find easy to remember if in form of songs, music.
3. **Verbal-linguistic:** These types of learners prefer using words, expressing themselves by reading and writing, the best way to learn is asking to write assignments, write essays, to help them to have a better understanding of concepts.
4. **Physical-kinaesthetic:** These learners are all about the sense of touch, moving, and physical doing, using their body and hands, they are very hands-on using things like flashcards or carrying out the action physically can help them learn things better.
5. **Logical-Mathematical:** If there is logic, reasoning and numbers involved, these learners are sure to excel. These students function and solve complex problems by employing strategies and their scientific way of thinking.

6. **Social-Interpersonal:** They are students that prefer learning in groups and working as a team, they like and know how to communicate effectively and enjoy collaborating with others, brainstorming, and discussing ideas and concepts.

7. **Solitary-interpersonal:** Students that prefer to use self-study and work alone, they are independent and prefer being away from crowds and learn in a quiet place where they can focus.

All the style will capture an individual strength that likely helps a person retain information more effectively. When we understand the best way to learn it can have a dramatic effect on how to understand and connect with the topics being taught and students can reach successful levels of understanding no matter what their preferred learning style is.

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