

Unit FM317 Remote support for products or services SQA Unit Code (FG7K 04)

This unit has been imported from E-skills (Unit D/500/7217)

This is the provision of remote support in a controlled environment to customers (internal or external) relating to products or services. It involves the gathering of information and the provision of assistance and advice to support the customer.

This will typically be carried out as a contact centre (including technical help desk) activity.

Remote support will normally include:

- Communication with customers
- providing information or advice
- Resolution or escalation of problems
- Maintenance of records e.g. users, problems, resolutions.

You must be able to:

Support products or services

Communicating information

Communicating product or service information in a positive and professional way with the customer.

- identifying customers needs;
- Accurately collecting and logging relevant information from the customer;
- providing product and service features to customers;
- ensuring customer understanding of the information provided.
- categorising requests and directing customers appropriately;
- managing customer expectations (e.g. by confirming outcomes, timescales or costs);
- discussing advantages and disadvantages of complex products and services
- discussing how the service product best fits the customers needs
- keeping customer informed on progress;
- asking effective and appropriate probing questions

Complaint handling

The handling and resolution of customer issues in a constructive manner that ensures customers satisfaction

- using probing questions;
- displaying patience and understanding with demanding or emotional customers.
- diffusing volatile situations using appropriate communication techniques;
- delivering difficult messages to customers and explaining the reasons behind the decision;
- assessing priority of complaints;
- resolving routine complaints.

Compliance with customer support requirements

Activities concerned with ensuring compliance with organisational requirements for provision of customer support.

- participating in audits of working practices and monitoring of work;
- gathering and recording information on customer support provision.

Confirming customer identity and validating requests

Ensuring customer information used or given is correct

- Using specified methods and sources (e.g. post code, contract list, username);
- escalating invalid requests.
- informing customer when authorisation criteria are not met.
- investigating discrepancies between detail provided and authorisation criteria.

Knowledge and understanding:

- The products or services to be supported;
- Organisational requirements for customer care.

Organisational requirements for customer care

These are the objectives, procedures, processes or guidelines for customer care as defined by the organisation.

These must include procedures or processes for compliance with all relevant legislation or regulations.

Customer service procedures (e.g. how to log customer information, how to initiate service calls, how to complete a sale);

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- Authorisation procedures (e.g. how to confirm caller identity, how to validate requests);
- Escalation, resolution and complaint handling;
- Quality assurance procedures;
- Compliance with relevant legislation and regulations (e.g. data protection, financial services);
- Maintenance and communication of organisational brand or image;
- Organisational aims and objectives.

Products or services

Features, benefits or uses of products or services.

- How to identify the products or services;
- Basic features and uses of the products or services;
- Standard responses to frequently asked requests.
- Benefits of the products and services;
- Frequently used product or service options;
- Standard features and common uses of the products or services.
- advanced features, benefits and options of products and services;
- How to identify alternative products or services to meet customers needs;
- How the products or services interact with others commonly available;
- Where to obtain information on infrequently used product or service features or options;
- The impact of introducing new products and services.