# Specification of Competency Standards for the Information & Communications Technology Industry Unit of Competency

| | |
|---|---|
| 1. Title | Record problem/fault reports |
| 2. Code | 111122L2 |
| 3. Range | This UoC defines the competencies for performing recording of problems or faults reported by customers |
| 4. Level | 2 |
| 5. Credit | 1 (For Reference Only) |
| 6. Competency | Performance Requirements<br>6.1 Possess the knowledge in the subject area<br>● Be able to:<br>■ Understand principles of ethical work practices, roles and responsibilities of technical support<br>■ Understand the organisation's "Customer Service" policies and escalation procedures<br>■ Understand the procedures and use of systems for recording and accessing information such as customer records systems, error reporting systems, error logging systems, ticketing systems, etc.<br>■ Understand the device management and remote management<br>■ Aware of health and safety procedures, etc.<br><br>6.2 Record problem/fault reports<br>● Be able to:<br>■ Acquire details of customer reported issues. These may be details from problem report channels (emails, fax, chat, etc.) or details taken by peers at the hotline support or in direct communication with customers. If necessary, call customers to clarify the reported faults/problems<br>■ Create a new call/problem report entry in the internal recording system. This may be a computerised system or simply a paper filing system<br>■ Record details of the reported issues<br>■ Record diagnostics, analysis, solutions, actions, if any<br>■ Forward the recorded reports to appropriate parties for action, such as: technical support, site engineers, billing, sign off personnel, etc.<br>● Be able to know the enhancement of accessibility of devices and computer systems across multiple processing environment<br><br>6.3 Exhibit professionalism<br>● Follow the organisation's standards and policies for handling problem reports |

| | |
|---|---|
| 7. Assessment Criteria | The integrated outcome requirements of this UoC are the abilities to:<br>● understand the recording procedures and follow the defined procedures<br>● use of recording systems (online system or printed)<br>● record the information into the system accurately<br>● have self-initiative to seek clarification when uncertainties arise on certain details |
| 8. Remark | |