Functional Area: Product & Service Life Cycle (Operation / Support)

1.	Title	Analyse the requests for investigation from customers
2.	Code	ITCSPL419A
3.	Range	This UoC applies to those focused and specific tasks relating to analysing the request for investigation from customers. It can be originated from calls received via customer hotlines or any other means of customer contacts, but the common area is that follow up actions needed to be performed and customers should be informed of the results subsequently.
4.	Level	4
5.	Credit	3
6.	Competency	6.1 Possess the knowledge in the subject area	Performance Requirement • Fully understand the situation that customers will and do have the right to request for investigation about the product / service, especially when problem occurs • Fully aware the deemed necessity for studying those customer requests for investigation, and determine the root causes for the related problem as early as possible • Understand the importance in exercising good analysis skill to decode the symptoms as reported by customers, while spotting accurately the actual causes • Be aware of the wide range of techniques and methods in handling the investigation requests, and their relative advantages and disadvantages • Be aware of potential losses and crisis if investigation requests are being ignored, delayed or even misunderstood
		6.2 Analyse the requests for investigation from customers	Be able to: • Make good arrangement to collect promptly those user requests for product / service investigations (detailed steps are elaborated in some previous UoCs) • Supervise the analysis tasks and effectively classify and prioritise the numerous investigation requests for the product in concern • Determine and explore with good accuracy the causes for the problems / symptoms reported by customers • Estimate the possible risks and losses once a product related problem is identified and confirmed • Determine and isolate the few best feasible solutions to the problems associated with the new product / service, and their impact to overall profitability • Report and seek management's consensus to the problems discovered and solutions proposed, and promptly implement the suggestions after seeking approval • Effectively disseminate the findings and follow up actions to all level of staff members involved in the particular product / service, or also front-line staff in charge of customer contacts • Explore supporting activities that can help or fine-tune the analysis phase on a long term basis, such as staff training, more friendly customer relationship, etc
		6.3 Exhibit professionalism	• Always ensure all staff members to contribute their greatest effort in handling customer requests for product investigation • Always work with full capacity and ability to ensure accurate investigation and prompt follow up actions
7.	Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. complete the investigation tasks in the shortest possible time frame with fruitful results ii. propose constructive solutions if problems are discovered during investigation
	Remark	