

111.11010 - Service Officer role when seeking Technical Peer Support (TPS)

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111.11010 Service Officer role when seeking Technical Peer Support (TPS) - Overview

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This procedure explains the role and responsibilities of Smart Centre Call Channel Service Officers when seeking assistance from Technical Peer Support (TPS).

There is an expectation that Smart Centre Call Service Officers will:


- research thoroughly using a range of online tools and reference material (for example, eReference, Operational Blueprint , Network News Update (NNU), Office Locator, Ask Kristy, etc.) before contacting a TPS
- contact a TPS if an activity results in arrears or a negative adjustment and the Service Officer is unsure if this result is correct based on the reference material used
- contact TPS if the status or rate of payment is not reflective of the information on the record, if the system won't allow updates or when coding results in an error and relevant reference material does not provide a solution
- advise customers when an unfavourable decision is made and provide an explanation of that decision. Seek the support of TPS if the customer requires a further explanation.
- not contact a TPS to confirm information found in reference material or that an activity is correct before submission
- not contact Zone or Department of Human Services Canberra policy units, and
-  not contact a Service Centre or processing team via any channel for technical advice.

Extra contains a link to the Information Communication Technology (ICT) Service Desk homepage.


Other related links

 [Technical Peer Support Officer \(TPS\) role](#)

 [Senior Practitioner role in Technical Peer Support \(TPS\)](#)

 [Senior Practitioner role in Technical Peer Support \(TPS\)](#)

 [Team Leader role in Technical Peer Support \(TPS\)](#)

 [Identifying Smart Centre Call queues responsible for various payments](#)

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Procedure last issued 2015/02/02, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

e-Reference is Centrelink's endorsed customer service reference tool and must be complied with by all Centrelink employees.



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For Smart Centre Call staff only

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Unfavourable decision to be made and customer requests a

<p><u>further explanation</u> Finalised activity/incorrect arrears</p>	<p>When an activity is finalised by a Service Officer and incorrect arrears are generated, or when incorrect arrears are identified by another Service Officer, the request to prevent these arrears from being issued must be referred to the Information Communication Technology (ICT) Applications Service Desk before close of business.</p> <p>Due to the urgency of this request, Service Officers are to escalate this directly to their local Service Support Officer (SSO) or Team Leader (TL) for immediate action.</p>
	<p>This should be a very rare occurrence</p>

	<p>This should be a very rare occurrence and is why the Activity Results (AR) screen must be checked thoroughly before finalising an activity.</p> <p>Service Officers are required to DOC the record with the reason the customer is not entitled to the arrears payment prior to referring this to the SSO or TL.</p> <p>A stop payment' DOC needs to be recorded with the following information:</p> <ul style="list-style-type: none"> • The payment type/component • The amount to be removed/stopped • The period of the payment to be removed/stopped • The reason the stop payment is required; <p>Note: 'customer not entitled' is not acceptable. The DOC must specify exactly why the customer is not entitled.</p>
<p>System issues</p>	<p>The following circumstances should be referred to TPS if the answer isn't available in the relevant reference material (e.g. Network News Update (NNU), Ask Kristy):</p> <ul style="list-style-type: none"> • If the payment status or rate of payment is not reflective of the information on the record. • If the system won't allow updates to be finalised. • When coding results in an error.
<p>Expectations prior to contacting Technical Peer Support (TPS)</p>	<p>Service Officers should listen actively to the customer and use probing questions to find the central issue.</p> <p>Research the customer's record thoroughly, utilising a range of online tools and reference material, for example:</p> <ul style="list-style-type: none"> • eReference • Operational Blueprint • Network News Update (NNU) • Office Locator • Ask Kristy. <p>TPS staff will ask for the references used whenever Service Officers seek TPS assistance.</p> <p>Service Officers must not contact TPS to confirm information found in reference material or to confirm that an activity is correct before submission.</p>

Information required by TPS	<p>The TPS will ask the <u>Service Officer</u> for the following:</p> <ul style="list-style-type: none"> • Name • Logon ID • What help is required • Reference material checked.
Completing the TPS request	<p>After the TPS staff member completes the request, the Service Officer will return to the customer and complete the enquiry, along with any coding required.</p> <p>Details of the TPS contact are recorded in the Technical Support database and the Service Officer will receive an email after all required information has been entered in the database.</p>
Australian Public Service (APS) Code of Conduct	<p>Service Officers must observe the APS Code of Conduct when communicating with TPSs, as should TPS staff when dealing with Service Officers.</p> <p>If staff feel that another staff member has not adhered to these values, they should advise their Team Leader.</p>
Urgent Quality On Line (QOL) requests	<p>For information regarding Urgent QOL requests, see <i><u>Quality On Line (QOL) checking in the Smart Centre Call Channel.</u></i></p>
Customer requesting to speak to a supervisor	<p>Service Officers should first attempt to satisfy the customer's enquiry.</p> <p>If the customer insists that they would like to speak to a supervisor, determine the reason the customer has requested a supervisor:</p> <ul style="list-style-type: none"> • If the customer is unhappy with the customer service they have received, warm transfer the customer to a Team Leader. It is imperative the call is transferred to the Team Leader's phone, so the <u>Service Officer</u> is able to continue taking calls. <ul style="list-style-type: none"> ▪ Team Leaders will create a DOC on the customer's record that accurately reflects the nature of the escalation. • If the reason is technical and requires a more in depth explanation than the Service Officer is able to provide, advise the customer that the call is to be transferred to a supervisor. <ul style="list-style-type: none"> ▪ Provide TPS with full details of the customer's situation, for them to take <u>over the customer's call.</u>
Q999 letter	<p>For information regarding Q999 letter</p>

requests	requests, see <i>Assessing suitability to issue a Q999 letter</i> .
Unfavourable decision to be made and customer requests a further explanation	<p>When an unfavourable decision is to be made, the customer must be advised of that decision. The customers should also be provided with an explanation of the decision. See <i>Making an unfavourable decision</i>.</p> <p>If the customer requires a further explanation, they should be transferred to TPS.</p> <p>Note: This procedure applies to decisions made by a <i>Service Officer</i> in Smart Centre Call. A customer should not be transferred to TPS if they are querying a decision made in a Service Centre or processing team. Separate procedures apply, see <i>Initial contact for review request</i>.</p>

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111.11012 Service Officer role when seeking Technical Peer Support (TPS) - Extra

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This page contains a link to the Information Communication Technology (ICT) Service Desk homepage. This link is not available to the public.

 [ICT Service Desk](#)

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