



111.11020 - Technical Peer Support (TPS) role

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111.11020 Technical Peer Support (TPS) role - Overview

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This procedure explains the role and responsibilities of Technical Peer Support (TPS) staff in the Smart Centre Call Channel.


TPS staff in Smart Centre Call will be required to:

- provide Technical assistance to all staff onsite
- handle Supervisor calls (technical based)
- QOL work submitted by their site

 [Extra](#) contains links to the Applications Service Desk Online Incident Reporting Form, the Core Duties statement for Technical Peer Support (TPS) staff and instructions on how to request to stop an incorrect payment.

Other related links

 [Customer Service Officer \(CSO\) role when seeking Technical Peer Support \(TPS\)](#)

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

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

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Procedure last issued 2014/06/16, 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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111.11021 Technical Peer Support (TPS) role - Detail

For Smart Centre Call staff only

Providing Technical Peer Support Officer (TPS) to a Customer Service Officer (CSO)

Timeframe for dealing with CSO requests

Supervisor calls

Supervisor calls as a CSO

ASC Database

System and policy referrals (Escalations)



0999 letter requests

Finalised activity/incorrect arrears

Category	Description
<p><i>Request for further explanation of a decision</i></p> <p>Providing Technical Peer Support (TPS) to a Customer Service Officer (CSO)</p>	<p>TPS staff should open the ASC Database and complete the fields appropriately, clearly and succinctly.</p> <p>TPS needs to ask the CSO for:</p> <ul style="list-style-type: none"> their name, their log on, and what they need help with. <p>If it is a reference question, TPSs are to collect the e-Reference links and/or other reference material that the CSO has checked.</p> <p>If the CSO has not checked any reference material, TPS are still required to finalise the CSO's enquiry and choose 'Nothing'</p>
<p>Timeframe for dealing with</p>	<p>TPS staff should endeavour to complete requests promptly, mindful that the CSO</p>

	<p>Checked in the CSO Checked section of the ASC Database.</p>
<p>Timeframe for dealing with CSO requests</p>	<p>TPS staff should endeavour to complete requests promptly, mindful that the CSO may have a customer on hold.</p> <p>When researching a TPS enquiry, be mindful of how long the CSO has been waiting.</p> <p>A range of 5-10 minutes is the recommended guideline. If the TPS enquiry exceeds this guideline, TPS should take over the customer enquiry.</p> <p>TPS will only accept requests from CSOs to take over Supervisor calls.</p> <p>It is expected that the enquiry is completed by the TPS unless there are system limitations or the enquiry is outside the scope of the TPS. This would be identified early and referred to a Senior Practitioner to resolve.</p>
<p>Supervisor calls</p>	<p>If a CSO advises that they have a customer requesting to speak to a supervisor, TPS staff are only to handle calls if the reason is technical and requires a more in depth explanation than the CSO was able to provide.</p> <p>Only customer calls regarding a customer service issue are to be handled by a Team Leader.</p>
<p>Supervisor calls as a CSO</p>	<p>When taking a customer call as a CSO and the customer requests to speak with a supervisor, TPS staff should:</p> <ul style="list-style-type: none"> • Attempt to resolve the issue. It is appropriate for the TPS staff member to advise the customer in a polite and professional manner that they are a supervisor. <p>If the customer declines the offer of assistance, 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, transfer the customer to a Team Leader. It is imperative the call is warm transferred to the Team Leaders phone, so the CSO is able to continue taking calls. • If the reason is for further clarification of technical information, advise the customer the call is to be transferred to a Supervisor. TPS staff will take over and complete the call.

	<ul style="list-style-type: none"> • Provide the TPS with full details of the customer's situation, and where the CSO transferring is also a TPS they must also provide their name and log on.
<p>ASC Database</p>	<p>The ASC Database must be completed for every TPS contact, every time.</p> <p>When the ASC Database record has been completed, TPS staff must choose the 'Finalise and notify CSO' button so that an email is sent to the CSO with a summary of the TPS contact.</p> <p>The exception to this is for Urgent QOL where the 'Finalise as Urgent QOL' button should be used to complete the record.</p>
<p>System and policy referrals (Escalations)</p>	<p>When it is determined by a TPS staff member that a record needs to be referred to a Senior Practitioner or the Information Communication Technology (ICT) Applications Service Desk:</p> <ul style="list-style-type: none"> • Have the CSO handle the customer call. • TPS staff who encounter escalations for system issues that are supported by instruction in a Network News Update (NNU) can escalate the issue directly to ICT using the Applications Service Desk Online Incident Reporting Form. <i>Extra</i> contains a link to the form. <ul style="list-style-type: none"> • TPS must include the incident number in the escalation so the Senior Practitioner is aware that the activity has already been forwarded to ICT. • Note: Under no circumstances are TPS staff to make any other referrals directly to National teams. <ul style="list-style-type: none"> • If a TPS staff member receives a customer call which is identified as needing to be escalated, it can be escalated directly to a Senior Practitioner. <p>Note: TPS must complete a DOC on the customer's record detailing the system issue and action already taken.</p> <p>When investigating an enquiry, TPS staff should consider both the time it will take to research/answer the query, and the complexity, when deciding to refer to Senior Practitioners. This will be a judgement decision.</p>
<p>Q999 letter</p>	<p>For information regarding Q999 letter</p>

requests	requests, see <i>Assessing suitability to issue a Q999 letter</i> .
Finalised activity/incorrect arrears	<p>When an activity is finalised by a Customer Service Officer (CSO) and incorrect arrears are generated, 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, CSOs are to escalate this directly to their local Technical Peer Support (TPS) officer for immediate action.</p> <p>The TPS officer will:</p> <ul style="list-style-type: none"> • Verify if <u>arrears</u> are incorrect. • Check that the CSO has recorded a Stop Payment Request DOC that includes the amount and exactly why the customer is not entitled to the arrears. • Record the CSO contact in the Technical Support Tool and escalate to a Senior Practitioner. The TPS officer will then contact a Senior Practitioner to highlight the urgency of the escalation. <p> <i>Extra</i> contains a link for more information on how to request to stop an incorrect payment.</p>
Request for further explanation of a decision	<p> This procedure only relates to decisions made by a CSO in Smart Centre Call.</p> <p>If a customer is not satisfied with an explanation of a decision made by a Smart Centre Call CSO, this will be escalated to TPS for further action.</p> <p>Explanation of a decision:</p> <p>The TPS is required to provide the customer with a further explanation of a decision and to advise the customer of their review rights.</p> <p>For further information see <i>Initial contact for review request</i>.</p>

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111.11022 Technical Peer Support (TPS) role - Extra

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This page contains links to the Applications Service Desk Online Incident Reporting Form and the Core Duties statement for Technical Peer Support (TPS) staff.

[Applications Service Desk Online Incident Reporting Form](#)

[Core Duties statement for Technical Peer Support \(TPS\) staff](#)

[How to request to stop an incorrect payment](#)

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