

## 111.11040 - Team Leader role in Technical Peer Support (TPS)

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### 111.11040 Team Leader role in Technical Peer Support (TPS) - Overview

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This procedure explains the role and responsibilities of Smart Centre Team Leaders in the Technical Peer Support (TPS) process.

Team Leaders provide assistance to TPS by:

- dealing with customers who have requested to speak to a supervisor regarding customer service issues, and
- assisting Customer Service Officers (CSOs) to stop incorrectly generated arrears from being issued.



*Extra* contains links to the Information Communication Technology (ICT) Service Desk page that has instructions on how to request to stop an incorrect immediate payment from being issued.

#### Other related links

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

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

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

[Quality On Line \(QOL\) checking in the Smart Centre Call Channel network](#)

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Procedure last issued 2014/06/16, see [Procedural Updates](#) and [Current Daily Updates](#) for details of major e-Reference updates.

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### 111.11041 Team Leader role in Technical Peer Support (TPS) - Detail

**1** For Smart Centre Call staff only

-  [Arrears generated incorrectly](#)
-  [Supervisor calls](#)
-  [Policy issues](#)

Category	Description
<b>Arrears generated incorrectly</b>	<p>When an activity is finalised by a <u>Customer Service Officer (CSO)</u> 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.</p> <p> <a href="#"><u>Extra</u></a> contains a link for more</p>
<b>Supervisor calls</b>	<p>Team Leaders will handle supervisor calls that are related to customer service issues.</p> <p>Calls will be transferred to the Team Leaders desk so the CSO can continue taking calls.</p> <p>A <b>DOC</b> should be added to the customer's file once the call is completed, accurately reflecting the nature of the call and any resolution(s).</p>
<b>Policy issues</b>	<p>If any CSOs raise a policy issue or conflict (either within their site or between sites), Team Leaders should refer them to their local Senior Practitioner mailbox.</p> <p>If required, Senior Practitioners will</p>

<p>Team Leaders should refer them to their local Senior Practitioner mailbox.</p> <p>If required, Senior Practitioners will escalate the issue to the Policy Advisors in the Operational Capability Team.</p>
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## 111.11040 - Team Leader role in Technical Peer Support (TPS)

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### 111.11042 Team Leader role in Technical Peer Support (TPS) - Extra

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This page contains a link to the Information Communication Technology (ICT) Service Desk page that has instructions on how to request to stop an incorrect immediate payment from being issued. The link is not available to the public.

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

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