Clark ConEx 2013

**Geac OLYMPICS**

**(**Game Development, Electronic Desktop Publishing, Animation and AVP,

Computer Programming Quiz Bee and Contact Center Skills Contest and Cosplay**)**

**CONTACT CENTER SKILLS CONTEST**

**RULES and GUIDELINES**

Only schools in Region 3 will be allowed to send their entries (Higher Education Institutions and Technical Vocational Schools are all welcome to join this competition).

1. Schools are allowed to send a maximum of three (3) participants for this event, or may opt to send a minimum of one (1) participant plus one (1) faculty coach (faculty coach is required).
2. Each participant must able to possess the following:
	1. The ability to conduct conversations in English.
	2. The ability to use the computer.
	3. The ability to respond to questions that may require technical know-how, product information, product issues and requests.
3. The Contact Center Simulation will concentrate on 3 simulation set-up categories. These are Technical Support, Customer Service and Sales respectively.
4. The Contact Center Simulation will be consisting of the Elimination and Final Contact Center Simulation.
5. All participants will be given a briefing of the activity during the event proper. This is to simulate the application process that each contact center agent goes through before the actual test.
6. Once the briefing has been finished, each participant will be given time to talk to a potential employer as interview, and this process will screen participants of where they will be assigned for the simulation.
7. Simulation scenarios will vary from one participant to another based on the category where they will fall under.
8. Simulation will happen in the actual venue with the use of IP phones with headsets and a computer.
9. Each category will have a set of Verbatim Scripts some of which may include an Opening Spiel, Closing Spiel, and Rebuttal Spiel that the participants will use during the simulation.
10. Each participant will be able to talk to an actual customer whom they will need to assist - this is the actual Call Simulation.
11. The customer number they are to talk to will be chosen thru a number that a participant will choose from a fish bowl.
12. The duration of the Elimination Call Simulation may take more or less 3 minutes depending on the actual conversation.
13. Each Participant would need to document and save the conversation made in only 2 minutes.
14. After the Call Simulation, the participant will be asked to stay in a designated area where he/she will not be able to talk to other participants until everyone is finished. They may take a break for snack if needed.
15. They will judged according to the following criteria:
	1. **Articulation (Ability to answer in English) 25%**
	2. **Mastery (Ability to use the Verbatim Scripts) 10%**
	3. **Knowledge (in category simulated) 20%**
		1. Technical Details
		2. Business Correspondence
		3. Assertion and Selling Techniques
	4. **Active Listening (Ability to restate statements) 15%**
	5. **Organization of Thought 20%**

(Able to explain in an organized and logical manner)

* 1. **Documentation 10%**

(Ability to write down the conversation according to a template)

**Total 100%**

1. From the participants’ scores in the Elimination Round, the top 3 participants per category will be chosen to have Live Call Simulations on stage.
2. The customer number they are to talk to will again be chosen thru a number that a participant will choose from a fish bowl.
3. The duration of the Final Call Simulation may take more or less 3 to 5 minutes depending on the actual conversation.
4. Each Participant would need to document and save the conversation made in only 1 minute.
5. For the Final Round, there will only be 3 winners; 1 winner per category.
6. The 3 winners to be announced will be:
	1. Best Contact Center Agent – Technical Support
	2. Best Contact Center Agent – Customer Service
	3. Best Contact Center Agent – Sales
7. The deadline for the submission of **registration form** is on October 15, 2013, 12:00pm (below is the format of the application form and the requirements for the submission of entries, please submit the form together with the requirements in PDF format). Student participants who are not yet enrolled could send their 2nd semester enrolment form until November 5, 2013. Failure to submit application form and other requirements are grounds for disqualification.
8. The prices for this category will be Php 3,000.00 each, and the best agent receives and additional Php 1,000.00.
9. Each winner will be receiving a medal together with the cash prize.

Prepared by:

***CLARK CONEX 2013 ORGANIZING COMMITTEE***

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**REGISTRATION FORM**

**Competition Category:**

**CONTACT CENTER SKILLS CONTEST**

Name of School:

Name of School:

School Address:

School Contact No.:

**Participant No. 1 – Technical Support**

**COACH NAME:**

**CONTACT NO:**

COURSE & YEAR:

CONTACT NO:

CONTACT NO:

COURSE & YEAR:

COMPLETE NAME:

COMPLETE NAME:

COURSE & YEAR:

COMPLETE NAME:

CONTACT NO:

**Participant No. 2 – Customer Service**

**Participant No. 3 – Sales**

Please provide a scanned copy of participant’s enrolment form and the school ID. For the coach, only the scanned employee’s ID is required.