



All Academy Day: Technical Assistance Center/Professionalism Event Rules

Object of the Game

- Respond to calls to the Technical Assistance Center (TAC), helping customers resolve technical issues quickly and professionally.
- Contestants are expected to communicate well, work as a team, resolve customer conflicts, and manage their time in an effective manner.

Playing the Game

- Each team is composed of TAC associates who are responsible for supporting their company's clients.
- The teams will receive two phone calls (one scenario per call) from customers (the judges). Teams will then work as a group to help resolve the customer's technical challenge as quickly as possible.
- Each member of the team will receive a Contestant Worksheet, which lists the name of your company and the products you support.
- The judges will call the teams and work from scripts that lay out, step by step, the questions for the TAC team and the anticipated responses.

Scoring

- Judges will score each team based on a judging sheet.
- In case of a tie, the team that resolves the customer's issues in the shortest time wins.
- In addition to technical skills, scoring will be based on the following skills:

Speaking skills

Contestants should:

- Speak at a volume level that is acceptable to the customer
- Use tonal changes in their voice to show emphasis when needed and to welcome the caller
- Use generic speech rather than slang or other colorful words

Phone skills

Contestants should:

- Answer the call right away
- Greet the caller as follows: company's name, their department or division, their name, and "How may I help you?"
- Ask for the caller's name and company, then use the caller's name throughout the conversation
- Listen to the caller's situation (who, what, where, and when) to understand the purpose of the call

Problem-solving skills

Contestants should:

- Ask clarifying questions to ensure they fully understand the problem
- Determine the caller's orientation (where the caller is in the program and how much expertise the client has) then direct the caller from there
- Isolate the problem by asking questions, and be honest if they don't know the answer
- Offer a solution and have the caller try the solution before ending the call
- Hang up the phone after the caller hangs up

BONUS: Time-management skills

Teams that complete the task in the shortest time will earn bonus points.



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