

* Solve the Customer queries and customer problem through the Call.

* Broad Responsibilities/ Major Deliverables:

* Taking/Handling Inbound Customer calls, Outbound calls, Emails, Chat

* Listening to and understanding the customer's requirements

* Provide product / service details & benefits to Customers

* Providing end to end solutions to the customer

* Asking the correct questions – probing and prompting the customer wherever required

* Timely and accurate capturing all the information given by the customer

* Timely follow up with Brands as per Escalation matrix till closure

* Staying current with knowledge of products/ processes & services offered by the client

* Ensure full adherence to all the quality parameters and SOP

* Cooperate with other Team members, SMEs and Team Leaders.

* Ensure 100% adherence to schedule

* Escalating the call to the team leader / manager, wherever desirable

* Handling irate / demanding customers where necessary, in a tactical manner