

Company Name: Conneqt Business solutions

Job Location: Hyderabad / Pune / Mumbai

**Details:**

Language ( Any 2 Languages)	Take Home Salary
English + Hindi /Telugu /Kannada / Malayalam/Tamil /Marathi	13k to 20k

**JOB DESCRIPTION:**

**Job Summary:**

Inbound customer services calls, Back office, Email, E-Com and Outbound for Retail and Banking Processes.

**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