

BPO Training Content

Customer Service Representative Job Duties: Attracts potential customers by answering product and service questions; suggesting information about other products and services. Opens customer accounts by recording account information. Maintains customer records by updating account information.

- 1 - Listen and respond to customers' needs and concerns. Provide information about products and services. Take orders, determine charges, and oversee billing or payments.
- Customer service agents talk to customers on behalf of companies and businesses. They often answer questions, resolve problems, process sales and provide information.
- Manage large amounts of incoming calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies

- Take the extra mile to engage customers

