

# Voice Process – Job Description

## ◆ Job Title

Customer Support Associate – Voice Process  
(International)

## ◆ Job Overview

The role involves handling inbound and/or outbound customer calls to respond to queries, resolve issues, process service requests, and ensure customer satisfaction while adhering to quality and performance standards.

## ◆ Key Responsibilities

- Handle customer calls professionally (inbound/outbound)
- Identify issues and provide accurate resolutions
- Maintain customer satisfaction through positive communication
- Escalate unresolved cases to supervisors as required
- Follow call scripts, compliance guidelines, and SLA timelines
- Document call interactions in CRM / ticketing system
- Meet KPIs — AHT(Average Handling Time), FCR(First Contact Resolution), CSAT(Customer Satisfaction Score), attendance metrics

## ◆ Required Skills

- Excellent verbal communication (English / regional languages)
- Active listening & empathy
- Problem-solving and patience
- Customer-handling ability

## ◆ Eligibility

- Qualification: 12th Pass and above (freshers & experienced candidates eligible)
- Prior BPO experience is an advantage but not mandatory
- Age upto 35 years

## ◆ Work Environment

- Purely night shift
- 5 days working (rotational weekly off)
- Work from office profile (Shillong)

## ◆ Pay, Remuneration & Benefits

- Rs. 18,000 – Rs. 21,000 take home (Depending on their performance in the interviews)
- Life Insurance coverage of upto Rs. 3 Lakh
- Free transportation to and from office within a 10 km radius from the operations office

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# Chat Process – Job Description

## ◆ Job Title

Customer Support Associate – Chat / Non-Voice Process  
(International)

## ◆ Job Overview

The role involves assisting customers through live chat or email by responding to inquiries, troubleshooting issues, sharing accurate information, and providing seamless digital support with high typing accuracy and customer satisfaction.

## ◆ Key Responsibilities

- Handle multiple customer chats simultaneously (live chat / email)
- Provide prompt, professional and grammatically correct responses
- Follow predefined templates where required, customize when necessary
- Understand customer problems and provide precise resolutions
- Escalate complex issues to higher support levels when required
- Document all interactions in CRM for tracking and reporting
- Meet KPI(Key Performance Index) targets — response time, quality score, CSAT, productivity, etc.

## ◆ Required Skills

- Excellent written communication (grammar, punctuation, clarity)
- Fast and accurate typing (25 WPM with 85% accuracy is preferred)
- Customer-centric approach & patience
- Analytical and problem-solving ability

## ◆ Eligibility

- Qualification: 12th Pass and above (freshers & experienced candidates eligible)
- Preference for candidates comfortable with English writing
- Age upto 35 years

## ◆ Work Environment

- Purely Night Shift
- 5 days working (rotational weekly offs)
- Work from office profile (Bangalore, Hyderabad & Shillong)

## ◆ Pay, Remuneration & Benefits

- Rs. 16,000 – Rs. 18,000 take home (Depending on their performance in the interviews)
- Life Insurance coverage of upto Rs. 3 Lakh
- Free transportation to and from office within a 10 km radius from the operations office