Pakistan Jobs Expertini®

Customer Support Representative

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Company: Skylite Networks

Location: Chiniot

Category: other-general

Customer Support Representative

Skylite Networks, PakistanInbound and Outbound calling. Target-based

Resolve customer complaints via phone, email, mail, or social media.

Use telephones to reach out to customers and verify account information.

Greet customers warmly and ascertain problem or reason for calling.

Cancel or upgrade accounts.

Assist with placement of orders, refunds, or exchanges.

Advice on company information.

Take payment information and other pertinent information such as addresses and phone numbers.

Place or cancel orders.

Answer questions about warranties or terms of sale.

Suggest solutions when a product malfunctions.

Attempt to persuade a customer to reconsider cancellation.

Inform customers of deals and promotions.

Sell products and services.

Utilize computer technology to handle high call volumes.

Work with the customer service manager to ensure proper customer service is being delivered.

Closeout or open call records.

Compile reports on overall customer satisfaction.

Read from scripts.

Handle changes in policies or renewals

Job SpecificationGood English speaker with sales field experience.

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