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CDP

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Company: Wipro

Location: Colombia

Category: business-and-financial-operations

Role Purpose

The purpose of the role is to provide effective technical support to the process and actively resolve client issues directly or through timely escalation to meet process SLAs. Do Support process by managing transactions as per required quality standards Fielding all incoming help requests from clients via telephone and/or emails in a courteous manner Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue Update own availability in the RAVE system to ensure productivity of the process Record, track, and document all queries received, problem-solving steps taken and total successful and unsuccessful resolutions Follow standard processes and procedures to resolve all client queries Resolve client queries as per the SLA's defined in the contract Access and maintain internal knowledge bases, resources and frequently asked questions to aid in and provide effective problem resolution to clients Identify and learn appropriate product details to facilitate better client interaction and troubleshooting Document and analyze call logs to spot most occurring trends to prevent future problems Maintain and update self-help documents for customers to speed up resolution time Identify red flags and escalate serious client issues to Teamleader in cases of untimely resolution Ensure all product information and disclosures are given to clients before and after the call/email requests Avoids legal challenges by complying with service agreements Deliver excellent customer service through effective diagnosis and troubleshooting of client queries Provide product support and resolution to clients by performing a question diagnosis while guiding users through step-by-step solutions Assist clients with

navigating around product menus and facilitate better understanding of product features
Troubleshoot all client queries in a user-friendly, courteous and professional manner
Maintain logs and records of all customer queries as per the standard procedures and guidelines
Accurately process and record all incoming call and email using the designated tracking software
Offer alternative solutions to clients (where appropriate) with the objective of retaining customers' and clients' business
Organize ideas and effectively communicate oral messages appropriate to listeners and situations
Follow up and make scheduled call backs to customers to record feedback and ensure compliance to contract /SLAs
Build capability to ensure operational excellence and maintain superior customer service levels of the existing account/client
Undertake product trainings to stay current with product features, changes and updates
Enroll in product specific and any other trainings per client requirements/recommendations
Partner with team leaders to brainstorm and identify training themes and learning issues to better serve the client
Update job knowledge by participating in self learning opportunities and maintaining personal networks
Stakeholder Interaction Stakeholder Type Stakeholder Identification Purpose of Interaction Internal
Team Leaders Performance review HR Hiring and employee engagement and retention
Training Team Capability development Technical Lead Training, issue escalation/ resolution
External Client Query Resolution Display Lists the competencies required to perform this role effectively:
Functional Competencies/ Skill Process Knowledge – Knowledge of assigned process, tools and systems – Foundation to Competent Competency Levels
Foundation Knowledgeable about the competency requirements. Demonstrates (in parts) frequently with minimal support and guidance.
Competent Consistently demonstrates the full range of the competency without guidance. Extends the competency to difficult and unknown situations as well.
Expert Applies the competency in all situations and is serves as a guide to others as well. Master Coaches others and builds organizational capability in the competency area.
Serves as a key resource for that competency and is recognized within the entire organization.
Behavioral Competencies Collaborative working Problem solving and decision making Attention to Detail Execution Excellence
Client (Internal) Centricity Effective Communication Deliver No. Performance Parameter Measure 1. Process No. of cases resolved per day, compliance to process and quality standards, meeting process level SLAs, Pulse score, Customer feedback
2. Self-Management Productivity, efficiency, absenteeism, Training Hours, No of technical training completed
Order Management(Comms)

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