

Call Center Representative Job Interview Questions And Answers



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Call Center Representative Interview Questions And Answers Guide.

Question - 1:

Explain Call Center?

Ans:

A call center is a centralized office of a company that answers incoming calls or makes outgoing calls to the customers. They can handle considerable volume of calls at the same time and can also log calls. using a variety of technologies including computer automation, call centers connect the customer and the organization to meet the customer needs in real time.

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Question - 2:

Explain Customer service?

Ans:

Customer service is the fulfilling right expectations of customer when he buys the product. When customer buys any product he may not be aware about the use of product or may he gets some issues with the product. So resolving queries or educating about product this could be the goal of a customer service. It is as simple as the example of our own. When we buy any product we get queries, and if there is no one to resolve our queries, we either throw the product away or get frustrated. A good customer service is a good way to grow the business.

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Question - 3:

List things which you think make a call center successful?

Ans:

Some of the key factors for the success of a call center are:

- * Clear communication
- * Customer friendliness
- * Dynamic environment
- * Consistent service
- * Excellent performance management
- * Strong leadership
- * Happy employees

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Question - 4:

What do you feel about change?

Ans:

The business of call centres revolves around change. So, adaptability of the employees if one of the key things the interviewer looks for. To answer this question, you can say something like: "I understand that agility is way to grow. You need to constantly keep looking for improvements in the processes and people to improve the performances. This calls for a change for betterment and I am pretty open to it."

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Question - 5:

Can you perform a role play for us? How will you deal with an unhappy customer?

Ans:

You need to rehearse some role plays as they are quite frequently asked for in the interview for call centers.

The focus of this particular role play should be on:

1. Listening carefully to the customer.
2. Apologizing and empathizing with them.
3. Re-iterating and confirming your understanding of their problem
4. Offering a solution and confirming if they are happy with this.



5. Thanking the customer for bringing the issue to knowledge
6. Taking the required steps as promised to the customer.

The key attributes of your personality that show off here are - problem solving, empathetic, good communication, calm under pressure, genuine interest in customer satisfaction, result oriented.

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Question - 6:

List the importance of customer service to you? Have you ever walked an extra mile for a customer?

Ans:

The business of call centre runs on customer service. Genuine interest in customer service is one of the most important qualities the interviewers look for in the potential candidates. Being in the field of call centres, customer satisfaction has to be your mantra. To answer this question, you can say something like: "Being in the field of call centres, customer is our king and customer service is our faith and religion. There have been times when I took an extra mile to ensure that my customer is satisfied." Focus your answer on the extra steps you took for customer and how this elated customer helped the business.

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Question - 7:

Why you want to leave your current job?

Ans:

The reasons for leaving your current job could be numerous but offer the one that the interviewer is willing to buy. You can say something like "Better prospects in terms of responsibilities and growth" for example.

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Question - 8:

Would you like to ask us something?

Ans:

Given an opportunity to ask something to the employer - ask some intelligent questions like:

- * Your growth prospects
- * Growth of the company
- * Some questions if the company has been in the news recently etc.

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Question - 9:

Are you flexible for work in night shifts?

Ans:

Answer this question YES only if you really mean it. Don't say yes just to get the job.

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Question - 10:

Why are you interested in this role/company of call center?

Ans:

Align your experience and personal qualities with the requirement of the position to answer this question. For e.g. you can say something like this: I have been working in an outbound call centre for last one year. I possess strong communication skills coupled with a high confidence and an ability to deal with customers effectively. These are the requirements of this position. So, I believe that I can perform well in this role and that is what makes me interested in this role.

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Question - 11:

Mention biggest challenge you have faced at work during the last one year?

Ans:

The purpose of this question is not to know about the challenges you have faced but to see your approach to manage them. Pick up an example of a challenge you faced at work and focus your answer on the steps to took to deal with it. Also, discuss about your learnings in the process.

For e.g. "Recently I was asked to recommend and implement the changes in the way the calls are distributed among my team members at the call centre. My team members were quite used to the way they were working and there was a lot of resistance to the proposed changes. I knew that these changes will improve the performance of the whole team so I discussed them with my manager and team in detail. I tried to win the confidence of the team members and explain them that it will be in the interest of all of us and the call centre if we implemented these changes. As they started seeing my point, it became easier to gain their support and the desired outcome. The result is that the customers get a reply faster and the performance of each team member has improved by more than 50%."

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Question - 12:

Explain about BPO?

Ans:

It is a business having full form Business processing outsourcing that involves the contracting of the operations and responsibilities of specific functions to a third party service provider.

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Question - 13:



List some tips to help you prepare for the call center interviews?

Ans:

1. Read and understand the job notification thoroughly
2. Research the company - their website, press release, PR material can be a good source for you
3. Analyse your candidature
4. Anticipate questions and prepare for them
5. Rehearse for the extempore or the role plays
6. Improve your communication skills
7. Keep your confidence level high with a right body language

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Question - 14:

Explain the abbreviation of WNS?

Ans:

WORLD NETWORK SERVICE.

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Question - 15:

Select the easiest topic if u get an opportunity to choose yourself?

Ans:

My memorable Journey:

Actually My brother had some urgent business at Jaipur.He wanted to reach there soon.So,he decided to reach there soon.He wanted to take me along.We packed a small bag and went to the Airport.
There were a number of airport at the airport.Many people had come to see off their relatives and friends.We entered the aeroplane.This was my first experience of traveling by air.The aeroplane took off in the air.It flew higher and higher.I felt little giddy.I looked through out the window.Everything looked very small.Big trees looked very small.Huge building looked like small huts.The big river looked like a snake.Now Jaipur was in sight.The aeroplane started flying down.It landed at Jaipur airport.We thanked god that we had landed safely.It was my one of the memorable journey I ever had in my life.

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Question - 16:

Does Customer Satisfaction mean to you?

Ans:

Customer Satisfaction mean,dealing with customer in a proper or positive way.Every individuals are different so there need and satisfactory leave also different.So the main task of a employee of a call center is to make them understand that they are also concerned about their problem.

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Question - 17:

Explain unemployed pinons are currently looking for researchers/data encoders! application/membership requirements?

Ans:

1. must be a legitimate Filipino citizen; residing in the Philippines.
2. 15-45 years old.
3. high school/college graduate
4. basic knowledge on internet and ms office tools (word, excel, ppt) is a must.
5. lbc money transfer services are available in your place.

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Question - 18:

Explain about problem and consequences of BPO?

Ans:

Various surveys and research conducted among-st the call center employees have shown that depression is the most common problem faced by BPO employees. Frequent headaches, feeling of fatigue, sleeping disorders and frustration have become regular problems for them.

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Question - 19:

Explain return and back both have the same meaning. Can we use the word ?returned back?

Ans:

Yes both words have same meaning but these words use according to sentence nature.

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Question - 20:

Why you left the last job?

Ans:

No need to give exact reason because it can be personal also so simply follow the basic steps like:-
A]no cab facility, office was very far.



- B]people in office was not good. {personal}
- C]no increment chances.
- D]totally zero percent respect for candidates.

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Question - 21:

Can you please explain the difference between BPO and CALL CENTRE?

Ans:

A Business Process Outsourcing (BPO) organization is responsible for performing a process or a part of a process of another business organization; outsourcing is done to save on costs or gain in productivity.

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Question - 22:

How you can impress the customer?

Ans:

Make them satisfied.. make sure you helped them with all your best.. you should put yourself in there situation so that you know how they feel especially if they are irate.If they are not satisfied with your service that wouldmake them irate/mad(most of them)

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Question - 23:

Explain Smart Work and Hard Work?

Ans:

We can define smart work as a Work which can be done on right way and on right path. A work in which we put our effort in such a way so that we can be certain about good results. Inhard work we work but without any direction, so in this way results or success becomes unsure.

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Question - 24:

Explain the points includes in the question Tell me something about you?

Ans:

First tell your name,Family background,Educational Qualification,your skill & more important the experience which is related to job.

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Question - 25:

Explain Inbound and Outbound?

Ans:

In inbound process we just satisfy the customer and solve the problem related to our company And in out bound process we just call the customer and selling the company products.

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Question - 26:

Explain your achievement?

Ans:

I am hear that is my achievement.

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Question - 27:

Explain red color to a Blind Person?

Ans:

I will keep the Blind person face under the sun rays by this the color of red he can imagine.

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Question - 28:

Explain B.P.O?

Ans:

B.P.O. Means Business Process Outsourcing which deals with CRM (Customer relationship management.). IN the BPO call are made & receive. It can be inbound or outbound. it is just like a help-desk where customer query are solve. It is basically link between the customer & its company..Main motive is customer satisfaction.

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Question - 29:

Explain your Role model?

Ans:

My father is my role model. he is the person who has done a lot to make my life comfortable . he believes that destiny is in our hands . He says that success is not a



chance happenings and to succeed is a decision that we have to make. He impresses me in dealing with people and day to day problems. He liked by most because his honesty is transparent.

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Question - 30:

What is procedure of Recruiting done by BPO and what is the basic salary paid to the fresher?

Ans:

There is no such procedure for the recruitment in BPO generally all the BPO take the walk in interview. As far as the salary concern, there is no such parameters for salary generally they provide between 7000 INR to 12000 INR this will be depend upon your capability.

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Question - 31:

Do you consider to be the important of teamwork?

Ans:

Employers tend to prefer people who like to work in a team. Loners have a lower chance of being hired. Be sure to let your interviewers know that you can work in a team without becoming stressed or hostile. Management books about the value of teamwork can help you find the words you need to express the value of teamwork in the workplace.

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Question - 32:

What does a call center mean to you?

Ans:

This seemingly harmless question is a way for your prospective employer to gauge how serious you are, and what your commitment to the job will be. This standard question should be replied to earnestly, and it's important not to give the impression that you are planning to leave as soon as a better opportunity comes along. Interviewers are usually looking for employees that will stay with the company for a long time and make a career out of their job.

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Question - 33:

Which one you think web or voice suits your qualifications better?

Ans:

If you are inclined towards one aspect, either web or voice, then there is no harm in telling your employer about your preference. They generally have enough vacancies in both and will hire you if you are good, irrespective of what you say here. Just make sure that you have a good reason for choosing one over the other.

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Question - 34:

Tell me are you confident of your communicative skills in convincing people?

Ans:

Point number one-please do not answer in negative to this question-even if you are an absolute failure at convincing people to do anything. The answer has to be-"Yes, I think I can easily convince people." Then tell them how you convince people. Reading up on this aspect will help not only frame a good response to this question, but will also help you in doing your job better.

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Question - 35:

Tell us will you be comfortable working in different shifts?

Ans:

Yes, I can. I might have difficulties at the beginning, but I am sure that my body will easily adjust to working at odd hours. Staying up throughout the nights is not a problem for me." You can take this as an opportunity to talk about how well suited for the job you are by saying things like-

* I am enthusiastic and energetic about my work.

* I am very proficient and hard working.

* I can work efficiently and with the same amount of zeal and energy at any time in the day.

* I can strive hard to achieve my goals and at the same time manage other aspects of the job.

One thing to keep in mind while praising yourself is to avoid the use of superlatives like 'extremely' hardworking, the 'best' at xyz, the 'most' efficient etcetra. Selling yourself is good, but the subtler the trumpeting, the better it is.

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