



Call Center Agent

Location: Bangalore.

Responsibilities:

Handling Customer calls regarding various queries

- To have a talk time below 2 mins
- To deliver with AHT and ACW below 30 secs each
- Providing account information
- Blocking and reissuing cards
- Activation of card that is temporarily blocked
- Cheque book requests
- Statement requests
- DD requests
- ATM Pin / TPin / MI Bank Pin requests
- Mibank ID activation / reactivation / deactivation
- Phone number updation
- Email ID updation
- SMS alert registration
- Product/Process Query handling
- Responding to queries on Demat (T-1 data)
- Responding to queries on Consumer Finance
- Cross-selling
- Assure Call Quality Answer calls in a courteous manner
- Answer calls within one ring
- Complaint logging and tracking
- Process improvement Identify steps in work processes that can be improved
- Identify improvement opportunities and propose timely suggestions

Required Skills:

- Excellent Communication Skills
- Only Fresher required.
- Candidates only from Bengaluru needs to apply

Kindly note: We are only looking for Graduates who are either BA, B.Com, BBM, BBA or B.Sc and not required BE, B.Tec, MBA or any other Post Graduate.

To apply to the above position, please return to the 'Careers' page, and send us your detailed resume. Thank you.