



### **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.**