



ACCENTURE - DAY IN THE LIFE CONTACT CENTRE – JOHN

VIDEO TRANSCRIPT

In my spare time, I do love playing basketball, coming from playing collegiate basketball for three plus years. I do also love to play computer games on my spare time. And I do love to cook. So when my day starts, I usually log into my computer, looking through my emails, if anything I was talking before, like the changes that are coming, and just being able to set myself up right on that first hour, just so that I can go on my day, perfectly. Outreach calls are a part of my role, where we try to reach out to our client to make sure that everything is already been resolved, or if there's anything else that we need to take care of, just to get them going with their everyday lives and their business.

When clients reach out to us, then we are able to smooth out that process where we can help them fix things or educate them with certain materials that they don't understand right away to push them along and get them going through their day. I've learned how to deal with different kinds of customers. It depends on what their needs and just try to accommodate them, trying to solve their problem and all that kind of stuff. And also some problem solving skills that I never knew I had.

The person who would be a great fit for this role would be someone who is very empathetic and just being able to understand where the customer's coming from and the common pain points that they're encountering. Advice that I would love to share for someone who's applying, would be that be prepared to learn and on a continuous basis. But also the fact that

understand that it's going to be fun, and you'll be supported along the way, a hundred percent with your colleagues, your peers, and your managers. I would say accommodating, educational and inspiring.

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