

## **VOICE SUPPORT:**

1. Answering inbound calls and making outbound calls to customers
2. Providing customer support and resolving their issues
3. Utilizing knowledge of products or services to effectively assist customers
4. Following communication scripts and procedures
5. Ensuring all interactions are recorded and documented accurately
6. Handling customer complaints and resolving issues and conflicts
7. Promoting the company's products and services
8. Engaging customers in positive conversations
9. Upselling other products to customers
10. Offer accurate information about products and services
11. Record details of customer interactions, transactions, inquiries, and other information
12. Update customer information including contact information and purchasing preferences