

<b>Organization:</b>	<b>Wipro Technologies</b>
<b>Job Title:</b>	<b>Inbound Voice Progress</b>
<b>CTC:</b>	<b>3LPA</b>
<b>Location:</b>	<b>Kolkata</b>
<b>Departments Eligibility:</b>	<b>COMMERCE &amp; MANAGEMENT</b>
<b>Course Eligibility</b>	<b>MBA</b>
<b>Student Gender Preference:</b>	<b>Male/Female</b>

## General Job Description

- **Customer Service:** Handling inbound calls to address customer inquiries, requests, or issues, providing timely and accurate service delivery.
- **Issue Resolution:** Executing issue/query resolution and ensuring proper documentation and follow-up.
- **Communication:** Providing information and assistance to customers while maintaining a professional and courteous demeanor.
- **Documentation:** Accurately documenting customer interactions and updating relevant databases or CRM systems.
- **Process Improvement:** Identifying operational gaps and providing feedback to improve processes.
- **Team Collaboration:** Coordinating with team members and supervisors to meet performance metrics and customer service targets.
- **Adherence to SLAs:** Meeting customer Service Level Agreements (SLAs) in terms of service quality, handle time, and customer effort.
- **Quality Metrics:** Maintaining internal and customer-level delivery quality on calls, chats, and email conversations.

## Eligibility

Commerce & Management

BBA/B.COM

SPECIALIZATION – MARKETING

Fresher

Excellent Communication Skills required.

Typing Speed: 30 WPM/90% accuracy

Should not be enrolled in any Full Time Educational Course

Comfortable with 'Work from Office'

Comfortable with Rotational Shifts / Night Shift or as per Business Requirements – Two Rotational Split Weekly Off

Work from office only - Candidates need to relocate to Kolkata

Outstation candidates need to relocate within the Wipro Transport Boundary area for Cab Facility.

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<b>Job Reviewed by: Director, Training &amp; Placement</b>
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<b>Job Approved by: Director, Training &amp; Placement</b>
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<b>Job opportunity provided through: Training and Campus Placement Department</b>
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**Date: 09/09/2025**