

Hello! Thank you for joining us today for this interview. I'm thrilled to learn more about you and your experiences. Working in a call center, you often engage with customers who may be facing challenges or frustrations. Can you please share an example of a time when you helped resolve a customer's issue, demonstrating empathy and understanding?

Your experience is valuable to us, and we're eager to hear how you navigate these situations with care and compassion. Feel free to take your time, and remember, we're looking for genuine examples that showcase your empathetic nature and problem-solving skills.

Thank you once again for your time. We appreciate your willingness to share your insights and experiences.