



ACCENTURE - DAY IN THE LIFE CONTACT CENTRE - BAILEY

VIDEO TRANSCRIPT

I like to hang out with my friends and family. I'm also a student, so I go to school for human resources. So I spend a lot of time doing schoolwork. I also like to cook, I like to go to the gym. I also like to watch TikTok.

As a customer service representative, a day in the life for me would be logging onto my computer, getting all of my information systems set up and then letting the calls roll in.

First, when they call in, we have to introduce ourselves and what client we're dealing with. And then we have to verify due to privacy to make sure that we're dealing with the right people, and then we assist them based off of what they're calling in for. At the end of the call, we want to make sure that we have everything cleared up as to what they're calling in for specifically. So we always make sure that whatever they're calling in for or any other questions or concerns they have, they always get dealt with.

The culture at the office is very family based. You always walk in and see a smiling manager or coworker. At the end of the day, we're all looking to reach the same goal of providing great customer service. So it's great that we always have that support behind us.

As a customer service representative at Accenture, we have multiple avenues of support. First and foremost, we deal directly with our teams. We talk every single day, bounce ideas off each other and opinions. We also have our team managers that we also discuss with on a daily basis. We figure out how we're doing during the day. We also find out how our stats

are doing. Another avenue of support that we have is also dealing directly with team leads, who on calls, support us if we're having any difficulties and they're right there at the click of a button.

I've enhanced my communication skills by dealing with different types of people, people from different cultures that speak different languages. Also too, it helps me enhance my team building skills.

I would say a hundred percent. There are so many different opportunities that this company has to offer. One thing personal to me that I've enjoyed indefinitely with working at Accenture is the volunteer opportunities. I'm looking to grow professionally and personally as a person, so being able to work here and have different opportunities like volunteering in different aspects, it makes it really exciting to work here.

The main qualities of being a customer service representative at Accenture is to be open-minded, open to communication, focused on team building skills, as well as paying attention to detail.

My three words would be family, growth and opportunity.

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