



ACCENTURE - DAY IN THE LIFE CONTACT CENTRE – LAURA

VIDEO TRANSCRIPT

Outside of work I do have three children that keep me relatively busy, as well as five cats. And in my spare time I do like to read quite a bit. A typical day with customer support is, it's very fast paced. You do different things from taking escalations and resolving customers' concerns, from support for other agents on how to handle other calls, working directly with your clients and resolving things there. One specific scenario that sits with me is that the customer was experiencing extreme hardship, really bad hardship, they were in tears, but by the end of the call, they were ecstatic that we were able to come to a resolution that worked in their favour, and they didn't feel like they needed to worry.

Honestly, some of my best friends are on my team. Who, even outside of work, we get together and talk. And even personal issues, I can always go to certain coworkers on the team that I can trust with everything.

Although we are a small team, we are all team players. We always have each other's back. If one can't figure out a specific scenario, there's always a go-to person that typically can help us figure it out and resolve something for a customer. The interaction with the customers and being able to make a sincere difference in people's lives. Somebody that is very empathetic, kind, thinks outside of the box. Because not every scenario that we work with isn't necessarily black and white, there is some things that you do need to think of differently. It is very rewarding. There is room for growth. It's

fun. The coworkers are great, and there's always an opportunity.

Fun, fast-paced, and rewarding.

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