



ACCENTURE - DAY IN THE LIFE CONTACT CENTRE – SHRUTI

VIDEO TRANSCRIPT

In my spare time, I love doing yoga and I also love going for long hikes. And in Canada, you have long trails, which you can enjoy, which is amazing.

A typical day in my role starts with working with agents who have questions about the client questions and answering them. It is based on the schedule that is given to me. I also work with the manager escalations, which is in a different queue, but that is also during our scheduled time.

This happens when a client is not happy with the solution provided to them by one of the agents. And what I do before calling the advertiser is basically investigate the issue, understand what the advertiser's problem is, and try to provide them answers based on the resources that are available to us.

When I am not sure about something, the wonderful thing is that when you are in doubt, you can always reach out to your peers and your superiors, and they are always there to help you.

There is a lot of process, changes, and knowledge updates. Every day, you get to learn and update your knowledge and you have to keep up on that.

What I love most about my job is that I get to talk to people and interact with them on a daily basis. And I also love that I get to learn a lot of things with the process that I'm doing.

There is a great rewards program with Accenture with which we can buy shopping points with external shopping websites. I really love the

system because if you perform really well, you get these points and you can buy extra stuff with the points that you get from Accenture.

The type of person who would be a good fit for this job are people who love interacting with clients on a daily basis, who love learning more about online advertising, and who loves challenges because you have a lot to learn in this process.

This role is a great opportunity for people who are interested in technical support and wants to learn more about online advertising. I was new to Canada and I moved here in 2018. I joined Accenture and it has been a wonderful opportunity for me and I love this journey so far.

Three words would be exciting, challenging, and fun at the same time.

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