<https://www.speakpipe.com/voice-recorder?rf=https%3A%2F%2Fwww.speakpipe.com%2Fvoice-recorder>

I am currently a Technical Support Representative in Convergys Philippines, one of the known BPO Company here in the Philippines, I worked under one of their accounts, which is one of the biggest Cable company in the United States. My main task is to provide technical assistance to our customers regarding their phone, internet, and cable tv services.

In addition, I am part of the lead's or SME's (Subject Matter Expert) team in the said account, where in we provide full assistance to our agents/representatives, may it be through chat or inbound call (through a specific internal line), or hand's on assistance. In addition, one of the tasks that we do is answer higher level calls for agents who are unable to resolve customer issue, and if in case the issue can't be resolved over the phone or through creating a service call, we send emails to our backend team to further verify the issue and to bring about the resolution of our customers or clients. Lastly, I also do some operations and management tasks assigned to be by my team leader, like scrubbing payroll, checking service level percentage, checking agents/representative that are on long call. Those were some of my experiences under my current position.

In this scenario where our customers are always right, we need to acknowledge the fact that their time is of very much importance and that we sincerely apologize for our shortcomings. In addition, we need to directly tell them what happened and what caused the issue, so that moving forward we can then provide solution and reassure that this will be avoided or prevented in the future. This will be my text message (assuming customer's name is Jean Doe):

"Good morning Jean Doe, I would like to let you know that we have moved your morning schedule for this afternoon, from 1pm to 4pm.

I understand that you were originally set to morning appointment by our team. We really do apologize about this inconvenience. I know how your time is very important to you and we value that because you are one of our valued customers.

The reason behind this is that our system was not able to detect the conflict right away. I know this our fault and we have resolved the system issue. In line to this, we can assure you that this will be avoided in the future. In an event that this may occur, we will let you know as soon as possible to give you an early heads up.

Again, we sincerely apologize about this inconvenience.