

Application

Due date: December 25, 2022



17hats INFORMATION

Your Name

Miriam Chinonso Okpalaeke

Are you a 17hats member?

no

ABOUT YOU

Give us some insight into your personality.

I am passionate about my work and providing help and solutions to people. Because I love what I do, I have a steady source of motivation that drives me to do my best and be empathetic in anything I do. In my last job, this passion led me to challenge myself daily to resolve clients' queries timely by handling multiple chats at one time, seeing chats and emails through to completion or escalation. Also, I have Strong analytical, communication, technical, problem-solving, and troubleshooting skills, which were gained from my working experience.

What is your time zone?

Do you have an office or area that is noise-free and child-free for you to work in?

yes

Do you have access to a laptop/computer with video and microphone and stable internet connection?

yes

AVAILABILITY

Are you available Monday - Friday?

yes

KNOWLEDGE BASE

Please list all software you are familiar with.

Google workspace, slack, zoom, Microsoft office, live chat, Finacle, GitHub, Visual studio code, Figma

Have you ever used Intercom or Slack?

Yes, I have used slack.

Have you ever worked in a support position before? If, yes, please elaborate.

Yes, I have. I worked as a customer/account support representative for 3 years with a financial institution and a startup company. I supported both external and internal stakeholders and resolved customers' queries through calls, chats, and emails. I also educated customers on the company's products and services and documented and updated customer details.

SAMPLE QUESTIONS

Please try to answer the following questions to the best of your ability. You are allowed to use the 17hats knowledge base to find the answer.

I'm on a free trial and it ended today but I haven't had a chance to take a look yet. Is there any way I can get an extension?

Good day, We are sorry to hear that you couldn't take a look at what we can offer. However, we would give you an extension so you can get a chance to see what we can offer and how you can use 17hats for your business.

I'm looking to sign up and was curious about your pricing.

Hello, we have 3 pricing packages for you to make your choice. This is the Essentials package which is Perfect for anyone just starting or wanting to ease into change and you get to pay \$150 annually or \$15 monthly.

The second package is the Standard package which is the most popular and the right fit for anyone needing to start saving time right away. And this cost \$300 annually or \$30 monthly.

Lastly, the premier package has more features than the other packages and this costs \$600 annually or \$60 monthly. Also, you get to try any 17hats package for free for up to three Projects. You can even switch between different packages to see which one fits you best.

Please describe how you would tell someone how to search Contacts by Tag, and then export the Contacts.

To search for contacts by tags kindly do this, go to the contact page on your dashboard. Then, type the tag name in the search bar and select the option in the drop-down menu. Next, You'll see all the contacts with that associated tag.

To export the contacts, click the gear icon on the top right of the section of the contact page. Then, select the "Export Contacts" option. The download will automatically begin and the file will appear in your downloads file as a CSV file.

QUESTIONS

Please let us know if you have any questions, comments, or concerns.

By joining your team, I hope to develop my skills further and contribute to the success of the business. I see myself fitting in long-term, and I am eager to use my skills to help the company achieve its business support goals.

Could not connect to the reCAPTCHA service. Please check your internet connection and reload to get a reCAPTCHA challenge.