**Name: SHREENIVAS M**

**EMP ID: 2183052**

**BATCH: ADM21MF046**

1.Your client asked you for some info and he is getting impatient waiting

Client: will it take longer?

You: thanks for keeping patient, i surely help you it will not take more than minutes

2. You are just about to log off and someone you don’t know pings:

ABC: Hi Shane, I need your help

You: hi, yeah definitely but im logging off now please tell me your query asap

3. You need an urgent confirmation from your colleague before sharing the info with customer. Your colleague’s skype status says ‘In a meeting”

You: hi, i need your immediate attention will you connect to me. i need your confirmation I’m sharing info to client will i send or not

4. You are in back to back calls and have been multitasking already. Your team lead pings you:

Team Lead: Hey what are you up to?

You: hi, im working on my task and im having so many task to do

5. You need connect with a new customer and get his availability for a product demo:

You: hi, we are done with project im requesting you please provide your time to show project demo

6. You need some urgent information from your Client:

You: hi, im need some urgent information on your project will you please respond asap

7. You need to share the procedure/ steps on a query that your Client has raised:

Client: My account no is ABCDE, could you help me view my online statement?

You: yes sir absolutely but before view your statement you need visit bank official website there only i can help you. Login website through your credential then it will authenticate your credential there only it mentioned you will get to know

8. You need to clarify if your customer shared the correct amount for the remittance:

You: hi, can you please confirm your amount is remitted

9. You need to check and confirm if you can close a ticket, based on the resolution provided:

You: hi, thank for reaching out us i think i provide a valid information hope your getting shall i close a ticket

10. A client pings you saying ‘I need your help urgently’, you say:

You: yes sir definitely we are here to help how may i help you?

11. It’s taking sometime to pull out the information that the client requested. What do you say:

You: yeah i wiil be there to help you in minutes

12. You need to update a customer on the resolution provided for his claim’s enquiry.

You: hi , i think provided information is satisfactory. do you need any more information i will help out?

13. You need an important deadline that falls on the day you had planned to take off for a personal commitment. Ping your manager explaining the situation, proposing an alternative.

You: hi i requesting you to please extend my deadline because of i had some personal commitment so im taking off now please give me some time to do work

14. Your TL has given you feedback on the use of SMS lingo during the chat with your team and clients. What would you do to ensure this is not repeated?

You: Sorry it was an urgent message so i have responded but i will take care of this in future and will not repeat this in future.

15. You are getting delayed in a task that you are working for the client. What would you do in this scenario?

You: if I’m delaying a task i will surely taking weekend days to complete the task. I will take some more time to complete the task what client given me a task

16. Your team is waiting for some data that you are working on and you will not be able to complete it and share it before the deadline. What should you do in such a scenario?

You: i will schedule a meeting with them and explain that im behind on my deadline because i have some gaps in knowledge that i need them to help out with.

17. You are on a call and someone pings u in chat? How will you respond.

You: hi, I’m in important call i have to speak out, i will respond as soon as possible when call over.

18 Status message and ooo in outlook and Teams

You: If I’m in office hour outlook and teams is available and i will respond after working hour it will be busy

19 Setting your status during the work hours

You: I’m in working hour so mine status will available, and I’m surely respond to information