



Customer Success Engineer

About Engati

Engati is a leading product platform in the customer experience domain. Engati is also a renowned chatbot platform in the world with presence in 186 countries with 30,000+ customers. Headquartered in the United States, Engati has offices in Bangalore, Mumbai, California, Philadelphia and Singapore.

As a Customer Solutions Engineer, your primary responsibility is to provide world class solutioning for our customers, enabling them to quickly deploy Engati to address their business challenges. A customer solutions engineer is at the forefront of customer conversations at Engati and is thus a brand ambassador for Engati.

Responsibilities

- Work with customers and partners to understand, identify the issues and provide technical assistance in the setup, integrations and the usage of the Engati platform.
- Work with the internal engineering and business development teams, to research, solve and enable customers to their full potential.
- Talk to customers through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Document technical knowledge in the form of notes, manuals and FAQs.
- Ensure all customer conversations are logged. Prioritize and manage several open issues at once. Follow up with customers and other internal teams to ensure that the issues are resolved on time
- Work with the product team to identify gaps and recommend solutions for the same.

Requirements

- An engineer with immense energy and affinity to work with customers and solve their critical issues. B.Tech, especially in Computer Science, Computer or Electrical Engineering or related fields, is highly desired.
- Experience in software development technologies. Familiarity with web technologies & scripting languages (HTML , JS, Python in particular) is a strong plus.
- Ability to reason, think and identify problems and work with teams to design, estimate & deliver a solution for the same.
- Excellent communication skills (both verbal and writing) to converse with customers and the ability to capture knowledge into documentation & reference materials.
- A persistent learner with the ability to constantly learn and grow with the team.