

# Ramachandran V



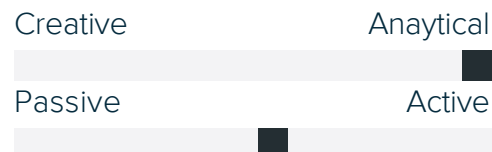
**Name:** Ramachandran V

**Age:** 25

**Work:** Customer Support Agent

**Location:** Bangalore

## Personality



## Bio

Ramachandran V is a customer agent person for an IT Company. He spends most of his day solving customer queries regarding his company's product lines.

His day starts with the morning shift at his company where he logs in with credentials. On a daily basis, he gets about 20 - 30 queries a day.

## Frustrations

- Failing to communicate properly to customers
- Difficult to manage large numbers of chat
- Switching context between many customer queries.
- Hard to learn suits of applications necessary to support the customers
- Frustrating to see duplicate customer problems
- Needed to be present in the office to do the work.

## Characteristics

- Mid 30's
- Speaks English decently
- Indian accent in the language

## Goals

- To finish answering queries for the customer as fast as possible
- Easily manage a large number of chats.