INTERVIEW QUESTIONS

Customer Support

General Interview Questions (10)
HR / Personality & Workstyle Questions (20)
Voice Process Interview Questions (20)
Chat Support Interview Questions (20)
Email Support Interview Questions (20)
Non-Voice / Data Entry / Back Office Interview Questions (10)
ServiceNow Basic Interview Questions & Answers(20)

🔷1. General Interview Questions (10)

1. Tell me about yourself.

My name is Mani Durga, and I am from West Godavari, Andhra Pradesh. I recently completed my Bachelor of Science in Computer Science from Prakasam Degree College, AKNU University. I'm a calm, detail-oriented person with strong communication and typing skills. I have 4 months of experience in data entry and basic knowledge of tools like MS Office and ServiceNow. I enjoy helping people and solving queries, which is why I'm passionate about customer service roles.

2. Walk me through your resume.

I completed my B.Sc in Computer Science in 2023 with 72%. Before that, I finished my Intermediate and SSC with 63% and 70% respectively. During my college, I was active in fests and also worked as a Class Representative, showing my leadership skills. I also did an internship where I learned basics of Salesforce. I have 4 months of data entry experience and hands-on skills in MS Office and basic ticketing. I'm now looking for a full-time opportunity in customer service.

3. Why do you want to join the BPO industry?

I want to join the BPO industry because it offers a fast-paced, growth-oriented environment where I can use my communication, patience, and problem-solving skills to help customers. I enjoy talking to people and resolving issues, and I believe this industry gives me a strong platform to grow both personally and professionally.

4. What are your strengths and weaknesses?

Strengths: I am a good listener, patient, hardworking, and always willing to help customers. I adapt well to different situations and work well in a team.

Weakness: Sometimes I focus too much on small details, but I'm learning to manage time better while maintaining quality.

5. Why did you choose a non-IT/customer service role after studying B.Sc (Computer Science)?

While studying Computer Science, I realized that I enjoy interacting with people more than coding. I found my strength lies in communication and helping others, which fits well in customer service roles. That's why I chose this path where I can use both my technical understanding and interpersonal skills.

6. Where do you see yourself in the next 2–3 years?

In the next 2–3 years, I see myself growing within the company, taking on more responsibilities, and learning advanced tools or handling team support. I aim to become a reliable team member and possibly move into a senior or quality analyst role.

7. Are you comfortable working night shifts or rotational shifts?

Yes, I am comfortable with both night shifts and rotational shifts. I understand that customer support is a 24/7 service, and I'm fully prepared to manage that.

8. How do you handle pressure or stress?

I stay calm and focused under pressure. I plan my tasks, take short breaks when needed, and avoid rushing. I also believe in asking for help when required, so I can deliver quality work even in stressful situations.

9. Why should we hire you?

You should hire me because I am dedicated, a fast learner, and truly enjoy helping others. I have strong communication and typing skills, basic knowledge of tools like ServiceNow and MS Office, and the right attitude to grow and succeed in a customer-focused role.

10. What do you know about our company?

Your company is known for its strong customer service and employee-friendly work culture. You serve clients across various industries and offer great learning opportunities. I read that you focus on quality service, and I believe I can contribute to that with my dedication and skills.

🔷 2. HR / Personality & Workstyle Questions (20)

11. What motivates you to come to work every day?

Knowing that I can help someone and make their day easier motivates me. I enjoy learning new things and being part of a team where my efforts matter.

12. How do you manage work in a high-pressure environment?

I stay calm, focus on one task at a time, and manage my time well. I also don’t hesitate to ask questions or support others if needed.

13. What would you do if you make a mistake at work?

I would immediately report it to my supervisor, correct it if possible, and make sure I learn from it to avoid repeating it.

14. Describe your ideal work environment.

An ideal environment for me is where communication is clear, the team is supportive, and there are chances to grow and improve.

15. How do you build relationships with teammates remotely or in shifts?

By being approachable, participating in team discussions, helping others when I can, and staying in touch through messages or calls if needed.

16. What are your career goals in the BPO sector?

I want to build strong customer service skills, grow into roles like Quality Analyst or Trainer, and eventually take on leadership responsibilities.

17. Describe a time when you had to convince a customer or colleague.

During my internship, I had to explain a tool feature to a classmate who was unsure. I stayed patient, explained step by step, and they appreciated my help.

18. How do you deal with repetitive tasks without losing motivation?

I focus on the accuracy of the work and try to improve my speed or find better ways to do the same task. I treat each task like a small achievement.

19. How do you handle conflicts in the team or with other departments?

I prefer to talk calmly, listen to the other side, and find a middle ground. I believe communication solves most issues.

20. Are you open to relocation or work-from-office roles?

Yes, I am open to both relocation and working from the office as per the company's requirement.

21. Describe a time you worked in a team to complete a task.

As a Class Representative, I worked with classmates to organize college fest activities. We divided tasks, supported each other, and successfully completed the event.

22. How do you handle feedback or criticism?

I take it positively. Feedback helps me grow and improve. I try to learn from it rather than take it personally.

23. Tell me about a time when you had to learn something quickly.

During my internship, I had to learn Salesforce basics in a short time. I watched tutorials, practiced daily, and understood the main concepts quickly.

24. How do you maintain work-life balance in a 24/7 job?

I plan my day in advance, make time for rest, and ensure I manage work without stress. Small breaks and time with family help me stay balanced.

25. What motivates you to do well at work?

I like achieving goals, getting appreciation for my work, and learning new things. Helping customers and being productive motivates me every day.

26. Are you a leader or a team player?

I am a team player with leadership qualities. I take initiative when needed but also enjoy working together and supporting my teammates.

27. How do you prioritize your tasks when you have multiple deadlines?

I list tasks based on urgency and importance. I complete quick tasks first and allocate time slots to manage longer ones.

28. What's your reaction if your shift schedule changes suddenly?

I'm flexible with shift changes. I understand the business needs and can adjust quickly if informed on time.

29. How do you handle unexpected system downtime during work?

I report the issue immediately, stay updated with IT or team leads, and use the time to review pending tickets, documentation, or help my teammates.

30. How would your friends describe you?

They would describe me as friendly, supportive, a good listener, and someone who stays calm even in stressful situations.

🔷 **3. Voice Process Interview Questions (20)**

31. How would you handle a rude or angry customer over a call?

I would stay calm and never take it personally. First, I'd let the customer speak and express their frustration fully. Then, I'd respond politely and reassure them that I understand their concern. I would apologize for any inconvenience and focus on finding a solution. If needed, I'd escalate it to a senior or offer a callback after checking the issue further.

32. What steps would you take if you can't resolve the customer's issue immediately?

I would inform the customer honestly and politely that the issue needs more time or help from another team. I would assure them that I've noted the details and will either escalate the issue or arrange a callback. I'd also provide a reference number or timeframe, so they feel confident that the issue is being handled. Following up on time is key.

33. Can you describe a time when you went above and beyond for a customer?

During my internship, I helped a colleague understand a tool by creating simple step-by-step instructions, which wasn't part of my task. I stayed back to ensure they were comfortable using it. This taught me that helping others even beyond duty builds teamwork and trust, which is equally valuable when helping customers.

34. What would you do if you don't know the answer to a customer's question?

I would politely let the customer know that I need to double-check the information to give the correct answer. I would place them on a short hold (with permission) or promise a callback if it requires more time. It's better to be honest than give wrong info. After verifying, I would respond quickly and clearly.

35. How do you ensure proper call etiquettes?

I start every call with a warm greeting and always introduce myself. I listen actively without interrupting, speak clearly, and use polite words like "please" and "thank you." I avoid slang or casual phrases and maintain a friendly but professional tone. Ending the call with a thank you and confirming resolution is also important.

36. What is the difference between inbound and outbound calling?

Inbound calling is when customers call the company, usually for support, queries, or complaints. Outbound calling is when agents call customers, often for sales, feedback, or updates. In inbound, we focus on solving customer issues, while in outbound, we usually give information or promote services.

37. How do you handle irate callers?

I first listen to them completely without interrupting. I show empathy by saying, “I understand your frustration.” Then I calmly explain what I can do to help and assure them that I’ll take care of the issue. My tone stays soft, and I try to shift the focus from anger to solution. If they don’t calm down, I follow escalation guidelines.

38. How would you calm a frustrated customer?

I’d first acknowledge their frustration and apologize sincerely. I’d use phrases like, “I understand this must be frustrating” to show empathy. Then, I’d calmly explain the steps I’ll take to resolve the issue. Keeping the tone respectful and reassuring makes a big difference. If needed, I’d offer alternate solutions or escalate with their consent.

39. How do you ensure active listening during a voice call?

I avoid multitasking during calls and focus only on what the customer is saying. I use short confirmations like “I understand” or “Okay, let me check that for you.” I also take quick notes if needed and repeat important points back to the customer to confirm. This ensures they feel heard and valued.

40. How do you end a call politely but efficiently?

I summarize the solution provided and ask if there’s anything else I can help with. If not, I thank the customer for calling and wish them a nice day. I make sure they feel satisfied before ending the call. I use a friendly closing line like, “Thank you for contacting us. Have a great day!”

41. How do you maintain tone and clarity in your voice while speaking?

I speak slowly and clearly, especially when explaining details or numbers. I make sure my tone is friendly and polite, even if the customer is angry. I avoid sounding robotic or too casual. Good posture and breathing also help maintain voice clarity during long calls.

42. Can you demonstrate how you would greet a customer on a support call?

Certainly! I would say:
“Good [morning/afternoon], thank you for calling [Company Name]. This is Durga speaking. How may I assist you today?”
I make sure my voice sounds cheerful and helpful so the customer feels welcomed right from the start.

43. What would you do if there is a disturbance or background noise during a call?

If the noise is from my side, I would quickly move to a quieter area or mute myself briefly to fix it. I’d apologize to the customer for any disturbance. If it’s from the customer’s side, I’d politely request them to speak from a quieter place so I can understand better. Clear communication is important for resolving issues.

44. How do you modulate your voice when a customer is frustrated?

I lower my voice slightly and slow down my speech. This helps calm the situation. I avoid sounding defensive and instead use soft, understanding tones. A calm voice helps the customer feel they are being heard and not argued with. Voice modulation is key in such situations.

45. What are some key phrases you should always avoid in customer support?

I avoid saying “I don’t know,” “That’s not my job,” “Calm down,” or “You’re wrong.” These can upset customers more. Instead, I say, “Let me check that for you,” or “I’ll do my best to help you.” Using positive and respectful language always keeps the call professional.

46. How do you ensure your pronunciation and accent are understandable?

I speak slowly, clearly, and avoid using regional slang. I practice reading aloud and listening to professional English to improve my clarity. I also check if the customer is following along and repeat or rephrase when needed. The goal is always to be easily understood.

47. How do you check for understanding while on a call with a customer?

I repeat key points and ask, “Is that correct?” or “Did I explain that clearly?” This helps confirm that they understood. I also ask short questions like, “Does that make sense to you?” It shows I care and keeps communication smooth.

48. How do you handle silent pauses during a call?

If the pause is from my side, I fill it by confirming what I’m doing, like “I’m just checking the details for you, please stay with me.” If the customer is silent, I gently ask, “Are you still there?” or “Would you like me to explain that again?” This keeps the flow natural and avoids confusion.

49. How do you handle a scenario where the call gets disconnected?

I call the customer back immediately if possible. If I can't, I leave a note in the system and inform my supervisor. If we had their alternate contact or email, I’d follow up through that. It’s important the customer knows we didn’t drop the call on purpose and we value their time.

50. What would you do if the customer doesn’t speak the language you’re comfortable with?

I would try to communicate basic information politely. If the customer still struggles, I’d transfer the call to someone who knows the language or use any available translation support. The goal is to assist them in the best way, even if it means involving another team.

🔷 4. Chat Support Interview Questions (20)

51. What are the key skills needed for a chat support role?

Chat support requires strong written communication skills, fast and accurate typing, attention to detail, and the ability to multitask. It's important to respond quickly while maintaining a polite and professional tone. Good comprehension, patience, and empathy are also key for understanding the customer's issue clearly and offering the right solution.

52. How do you handle multiple chats at the same time?

I prioritize based on urgency and try to respond to each customer within a few seconds to maintain flow. I use quick responses (shortcuts/templates if available) while personalizing messages. Staying organized and focused helps me switch between chats smoothly without missing key details or making mistakes.

53. How do you maintain clarity and professionalism in chat?

I use proper grammar and punctuation and avoid short forms like "u" or "thx." I keep responses short, to the point, and polite. I greet customers professionally, explain things clearly, and confirm before closing a chat. I avoid emojis, slang, and casual phrases that may sound unprofessional.

54. What would you do if a customer asks something unrelated to your department?

I would politely inform the customer that the issue is outside my area but assure them I'll connect them to the right team. I would then either transfer the chat or escalate it with full details so the next person can handle it smoothly. Clear handover is important for good service.

55. Can you share an example of how you handled a difficult situation via chat?

While I haven't handled live customer chats professionally yet, during my college fest, I helped resolve multiple student queries online. One student was upset about not receiving event details. I stayed calm, clarified the misunderstanding through chat, shared the right info, and apologized for the confusion. They thanked me later for the help.

56. How do you avoid spelling or grammar errors while chatting?

I always re-read messages before sending. I also use tools like spell check and type slowly when the response is long. If my platform allows, I use canned responses for common answers to reduce mistakes. Regular practice and proofreading help me improve accuracy in real time.

57. What's your strategy for dealing with repetitive queries in chat?

For common queries, I prepare templates or saved responses for faster replies, but I always personalize them based on the customer's name or issue. This saves time and ensures consistency. If a customer asks the same thing again, I stay patient and rephrase the answer to make it clearer.

58. How do you ensure fast and accurate responses?

I practice typing regularly and use pre-approved responses where available. I focus on understanding the question fully before replying. I avoid rushing, which reduces errors, and keep my responses simple and direct. Accuracy is as important as speed in maintaining service quality.

59. How would you handle a customer who is not responding during a chat?

I would wait for a reasonable time and then send a gentle follow-up like, "Are you still there?" If there's no response, I'll let them know I'll close the chat if there's no reply in the next minute. Before ending, I leave a summary or next steps message, in case they return.

60. How do you maintain empathy over text?

I use empathetic phrases like "I understand how frustrating that must be" or "I'm really sorry for the inconvenience." Even though there's no voice, I make sure my tone in writing sounds kind and supportive. Personalizing the message and showing genuine care through words is important.

61. How do you deal with customers who keep repeating the same question in chat?

I stay patient and try to rephrase my earlier answer more clearly. Sometimes the customer may not understand technical terms, so I simplify the explanation. I also confirm if they have any specific doubts and offer step-by-step guidance to make things easier.

62. What are the do's and don'ts of professional chat communication?

Do's: Use proper grammar, respond quickly, be polite, address the customer by name, and keep it professional.
Don'ts: Avoid slang, capital letters (they look like shouting), emojis, jokes, or informal language. Always keep the tone positive and solution-focused.

63. What tools or chat platforms have you used?

I have basic experience using MS Outlook and chat tools during my internship. I'm familiar with platforms like ServiceNow for tracking queries. I'm also a fast learner and confident I can quickly adapt to tools like Zendesk, LiveChat, or Intercom if required.

64. What's your ideal way to close a customer chat?

I make sure the issue is resolved and ask, "Is there anything else I can help you with today?" If not, I thank the customer for contacting us and wish them a good day. Example: "Thank you for chatting with us today. Take care and have a great day ahead!"

65. How do you ensure the customer is satisfied before ending the chat?

I summarize the solution and ask if their issue is completely resolved. I also ask, "Is there anything else I can assist you with?" If they say no, I proceed to close the chat. This shows I care about their experience and want to ensure full support.

66. Have you handled product return or refund queries in chat?

Not directly in a professional setup, but I understand the steps involved like checking order ID, verifying purchase details, and initiating the process based on company policy. I'm confident I can handle such chats with the right training and tools.

67. How do you track customer issues that require escalation?

I note down all relevant details like ticket ID, issue summary, and chat history. Then, I escalate it through the assigned tool or inform the next level with full context. This avoids repeating the issue and ensures a smooth handover without frustrating the customer.

68. What would you do if the chat tool is down and you have a live customer?

I would inform the customer politely about the technical issue and offer alternate support like email or call. I would also report the issue to the tech team immediately. Staying calm and communicating honestly helps maintain customer trust.

69. How do you multi-task between chats and backend tools?

I keep my responses short and clear while referring to backend systems quickly. I use tabs or split screens to manage tools without losing focus on the chat. I practice typing and navigation so I can handle both tasks smoothly under pressure.

70. How do you keep a human tone in automated chat responses?

Even if I use canned responses, I personalize them with the customer’s name and adjust the tone to match their concern. I add phrases like “I understand” or “Thank you for your patience” to keep it warm. This makes the chat feel human and not robotic.

🔷 5. Email Support Interview Questions (20)

71. How do you ensure professional tone and clarity in an email?

I use formal and polite language, keep the tone respectful, and avoid slang or casual words. I structure my email with a proper greeting, body, and closing. I also make sure my sentences are short, clear, and easy to understand. Using bullet points or numbered steps helps add clarity when needed.

72. What would you do if a customer sends a long complaint email?

I would carefully read the entire email, break it into smaller issues, and respond point by point. I would start with a polite apology and then acknowledge each concern. If needed, I would summarize the issues in my reply to show I understood correctly. This approach makes the customer feel heard and valued.

73. How do you prioritize email tickets?

I first check for urgent issues like service outages, billing errors, or escalations and respond to them first. Then I handle queries based on their time of arrival, severity, and SLA deadlines. Using ticketing systems helps organize and tag emails properly for better prioritization and tracking.

74. What do you include in a good email response?

A good email response includes a greeting, acknowledgment of the issue, clear and accurate solution steps, and a polite closing. I make sure the reply is structured, free of errors, and personalized with the customer's name. I also include any reference number or follow-up actions if needed.

75. What tools have you used for email handling or ticketing (like Outlook or ServiceNow)?

I have used Microsoft Outlook and have basic knowledge of ServiceNow. I'm comfortable organizing emails, creating folders, setting reminders, and tracking responses. I can quickly learn and adapt to other platforms like Zendesk or Freshdesk if required.

76. How do you avoid delays in email resolution?

I set clear response time goals and use templates for repetitive queries to save time. I check my email queue regularly, prioritize critical ones, and avoid multitasking too much. Staying focused, avoiding rework, and escalating issues quickly help me resolve emails within the SLA.

77. How do you manage high volumes of customer emails?

I sort emails by urgency and subject. I use filters and tags to manage the inbox efficiently. For common queries, I use pre-written templates with slight personalization. Time-blocking and focusing on one task at a time help me stay productive under pressure.

78. How do you handle confidential information over email?

I never share sensitive data like passwords, credit card numbers, or login credentials over email unless it's company policy to do so. I use secure email formats and follow data protection rules. I also double-check the recipient's email address before sending anything confidential.

79. Can you write a sample response to an unhappy customer email?

Sure:

Subject: Apology and Resolution for Your Concern
Dear [Customer Name],
Thank you for reaching out, and I sincerely apologize for the inconvenience caused. I understand your frustration, and I've reviewed your concern. We are currently working on resolving the issue and expect to have an update within 24 hours. I assure you that we're treating this as a priority.
Warm regards,
Durga
Customer Support

80. How do you proofread and verify the email content before sending?

I review the entire message for clarity, tone, spelling, and grammar. I double-check key details like customer name, ticket number, and dates. Reading it aloud or using spelling tools like Grammarly helps reduce mistakes. I always ensure the tone is polite and the information is complete.

81. What is the format of a professional email reply?

A professional reply includes:

- **Subject Line**
- **Greeting** (Dear [Customer Name])
- **Body** (Acknowledgment + Solution or Update)
- **Thank you line or apology if needed**
- **Sign-off** (Regards, [Your Name], Customer Support Team)

82. How do you follow up with a customer if they don't reply to your email?

After 24–48 hours, I send a polite follow-up like:

"Dear [Name], just checking in to see if you need further help with your query. Please let us know if you have any questions. We'll close this request if we don't hear back in 24 hours." This shows attentiveness without being pushy.

83. What's your strategy for reducing the number of back-and-forth emails?

I aim to provide complete answers with clear steps and links (if applicable) in the first reply. I also ask clarifying questions in advance, so I get all required details in their response. This avoids multiple follow-ups and improves first-contact resolution.

84. How do you handle spelling or grammar issues in your emails?

I always proofread my emails before sending and use built-in spell check or grammar tools. I also write in simple, easy-to-understand sentences. If I make an error, I quickly send a correction with an apology to maintain professionalism.

85. How do you escalate an issue that you can't solve via email?

I inform the customer that their issue requires specialist support and assure them I will escalate it. I forward the ticket or tag the concerned department while providing full details. I also update the customer with an expected resolution time and follow up until it's resolved.

86. What do you do if a customer sends abusive language via email?

I remain professional and don't take it personally. I respond politely, focusing only on the issue and not the language. If it continues, I report it to my team lead and follow company policy regarding abusive behavior. It's important to maintain respect and boundaries.

87. How do you manage a high backlog of email tickets?

I organize emails by date and urgency and work on quick-resolution queries first. I use templates for common problems and escalate complex ones early. I also stay focused and avoid distractions so I can clear more tickets efficiently without compromising quality.

88. Can you handle service-level agreements (SLAs) for response time?

Yes, I understand the importance of SLAs and always aim to meet or exceed response deadlines. I track the time left for each ticket, prioritize accordingly, and alert my lead in case of delays. Proper time management and prioritization help me stay within SLA.

89. How do you track open and closed tickets in email support?

I use the ticketing system to mark tickets as open, in progress, or resolved. I also maintain internal notes and reminders for follow-ups. For email platforms like Outlook, I use folders and flags to organize tickets and update the status as I work on them.

90. What format do you follow when sharing attachments or screenshots in email?

I rename files properly (e.g., "Invoice1234.pdf") and mention the attachment in the body. For screenshots, I explain what the image shows and keep the file size small. I also confirm the customer has access to open them and avoid sharing confidential info without approval.

🔷 6. Non-Voice / Data Entry / Back Office Interview Questions (10)

91. How accurate is your typing? Do you know your WPM (words per minute)?

My typing is accurate and consistent. I've practiced regularly to avoid errors, especially during my data entry tasks. My typing speed is approximately **35–40 WPM**, which allows me to handle chat and non-voice tasks efficiently while maintaining accuracy. I always proofread before submitting any data.

92. What steps do you take to ensure data accuracy?

I double-check the entries before saving or submitting them. I compare data with the source and use simple checks like cross-verification with totals or formats. If it's numeric data, I use formulas in Excel to validate entries. Accuracy is always my top priority over speed.

93. How do you manage repetitive tasks without losing focus?

I take short breaks between long tasks to avoid fatigue. I use keyboard shortcuts and structured workflows to maintain efficiency. I also set mini goals (like completing 50 rows at a time) to keep myself motivated and focused. Staying organized helps me avoid errors.

94. What is your experience with MS Excel and Word?

I'm proficient in both tools. In **Excel**, I can work with basic formulas (SUM, COUNT, IF), tables, data entry sheets, and formatting. In **Word**, I'm good at creating clean documents, formatting text, using tables, and inserting headers/footers. I've used both during college and internship tasks.

95. Have you worked with ticketing systems like ServiceNow before?

Yes, I have basic knowledge of **ServiceNow** from my internship. I know how to create, track, and update tickets. I also understand how ticket IDs and categories help in resolving issues efficiently. I'm a quick learner and confident I can pick up any similar tool.

96. How do you prioritize data entry tasks?

I organize my tasks based on urgency and deadlines. If a task has a strict timeline, I complete it first. For bulk entries, I divide the task into parts and finish them in order. I also check with my team lead if there's a change in priority.

97. How do you handle a situation where you entered incorrect data?

If I realize the mistake, I immediately correct it and inform the concerned person if necessary. If the data is already submitted, I report it to my supervisor with the correct version. I treat it as a learning point and try to understand how the error happened to avoid repeating it.

98. How do you stay organized while dealing with large volumes of data?

I use folders, clear file names, and proper versioning when saving data. In Excel, I use color codes and filters to track my work. I also maintain a checklist to mark completed tasks. Staying organized saves time and reduces the chance of missing important entries.

99. What's your approach to completing tasks within deadlines?

I start with a plan — breaking down the task and estimating the time needed. I avoid distractions during work and focus on one task at a time. I also leave a small buffer for review and rechecking. Managing time well helps me meet deadlines confidently.

100. How do you ensure confidentiality of customer data?

I never share customer data with anyone who's not authorized. I follow all company policies on data privacy and security. I avoid saving data locally or on personal devices and log out of systems when not in use. I take data protection seriously and understand it's a major responsibility.

✅ **ServiceNow Basic Interview Questions & Answers**

🧩 **1–10: General Understanding**

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1. What is ServiceNow?
ServiceNow is a cloud-based platform used by companies to manage digital workflows, including IT services, customer service, HR, and more. It allows teams to track, resolve, and automate service-related tasks using structured processes. It is widely used in customer support and BPOs for handling tickets and maintaining SLAs.

2. What is the use of ServiceNow in customer support?
ServiceNow helps customer support teams log customer issues, assign them to the right department, and track their resolution. It improves communication between support agents and customers and ensures timely follow-up. It also stores past tickets and knowledge base articles to resolve issues faster.

3. What are incidents in ServiceNow?
An incident is an unplanned interruption or issue that affects normal service. For example, internet not working, system crashes, or a login issue would be considered incidents. In ServiceNow, incidents are logged as tickets to be tracked, assigned, and resolved.

4. What is a ticket in ServiceNow?
A ticket is a recorded request, problem, or task entered into the ServiceNow system. It contains details like issue description, user details, priority, and current status. Tickets help support teams track and manage issues from start to finish.

5. What is the difference between an incident and a request?
An **incident** is logged when something breaks or doesn't work (e.g., printer not working). A **request** is when a user asks for something new (e.g., request for a new mouse or software installation). Incidents are about fixing, while requests are about providing.

6. What do you mean by SLA in ServiceNow?
SLA (Service Level Agreement) is the time limit or deadline by which a ticket should be resolved. For example, a high-priority issue might have an SLA of 2 hours. ServiceNow tracks these to make sure teams resolve tickets on time.

7. What are the common modules of ServiceNow you've heard of?
Some common modules include:

- **Incident Management**
- **Service Request Management**
- **Change Management**
- **Knowledge Management**
- **Problem Management**
  These modules help manage different types of tasks or services within the platform.

8. What is a knowledge base in ServiceNow?
A knowledge base (KB) is a collection of articles, FAQs, and how-to guides that help agents or customers solve common problems. Instead of raising a ticket, users can check the KB for quick answers, reducing ticket volume and improving resolution speed.

9. What is the purpose of the Service Catalog?
The Service Catalog is a list of available services that users can request, such as password reset, software installation, or hardware requests. It simplifies the process by allowing users to choose what they need and submit requests through a self-service portal.

10. How do you create a new ticket in ServiceNow?
To create a ticket:

1. Log in to the ServiceNow platform.
2. Go to the "Incident" or "Service Request" module.
3. Click "Create New."
4. Fill in details like caller name, short description, description, category, and priority.
5. Click Submit to save and generate a ticket number.

🧑💻 11–20: Ticket Handling

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11. What information do you need to log a ticket in ServiceNow?
You need the user's name (caller), short description of the issue, detailed description, category/type, urgency/impact, and optionally any attachments. This helps assign the ticket correctly and solve the problem faster.

12. How do you assign a ticket to the right team?
Based on the issue type and category, you assign the ticket to a group that handles similar problems. For example, login issues go to the IT Helpdesk team. You can also assign it to a specific person within the group if needed.

13. What are the different ticket states (like New, In Progress, Closed)?
Common ticket states include:

- **New:** Just created
- **Assigned:** Sent to a team or person
- **In Progress:** Being worked on
- **Resolved:** Solution provided
- **Closed:** Ticket completed and confirmed by the user

14. What is escalation in ServiceNow?
Escalation is when a ticket is moved to a higher authority or different team because it's urgent, unresolved for too long, or outside the current team's scope. It helps ensure the issue is solved quickly and doesn't affect SLA.

15. How do you track the status of a ticket you raised?
You can search for the ticket number in ServiceNow, or check the "My Incidents" or "My Requests" section. The current status will show whether it's new, assigned, in progress, or closed. You can also see updates in the comments section.

16. What do you do if a ticket is not resolved within SLA time?
You escalate it to the next level of support or your team lead. You can also add a note in the ticket explaining the delay. Keeping the customer updated and requesting an SLA extension (if needed) is also important.

17. Can you reopen a closed ticket? If yes, how?
Yes, if the issue still exists, you can reopen the ticket by clicking “Reopen” or adding a comment in the ticket. ServiceNow will change the status back to “In Progress” or assign it to a support group again.

18. How do you search for existing issues or similar tickets?
You can use the search bar in ServiceNow to search by keywords, ticket number, or caller name. Using filters (like by category, date, or priority) helps find similar issues that may already have a solution.

19. What is a priority level in a ticket (P1, P2, etc.)?
Priority levels indicate how urgent and important a ticket is:

- **P1 (Critical):** Major issue (e.g., system down)
- **P2 (High):** High impact but not complete outage
- **P3 (Medium):** Normal issue
- **P4 (Low):** Minor or general queries
  ServiceNow calculates priority using urgency and impact.

20. How do you update or comment on a ticket in ServiceNow?
Go to the ticket, scroll down to the “Activity” or “Work Notes” section, and enter your comment. Use **work notes** for internal updates and **comments** for the customer. Then click **Save or Update** to add your message.

🔒 21–30: Best Practices & Troubleshooting

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21. What should you do before closing a ticket?
Before closing, confirm the issue is fully resolved and that the user is satisfied. Document what was done and ensure the correct resolution code is selected. If it's a request, make sure the item was delivered or completed.

22. How do you ensure correct data entry while creating tickets?
I double-check caller details, descriptions, and selected fields like category and priority. I avoid copy-paste errors and use templates where available. Reviewing the ticket before submitting helps prevent mistakes.

23. What is a work note vs. customer comment in ServiceNow?
Work notes are internal messages visible only to the support team.
Customer comments are visible to the customer and used for updates or questions. Keeping them separate avoids confusion and maintains professionalism.

24. What is the difference between Caller and Assigned To fields?
Caller is the user who raised the issue or is affected.
Assigned To is the person or team handling the ticket. These fields help direct the ticket correctly and ensure communication goes to the right people.

25. What happens when you assign a ticket to yourself?
When you assign it to yourself, it becomes your responsibility. You are expected to update the ticket, resolve the issue, and communicate with the customer. It's also helpful for workload tracking.

26. Can you attach documents or screenshots to a ticket?
Yes, ServiceNow allows attachments. You can upload documents, images, or screenshots to explain the issue better or show proof. This helps in faster and more accurate resolution.

27. What is a parent and child incident?

A **parent incident** is the main issue affecting multiple users (e.g., server down).
Child incidents are related tickets linked to the parent. Resolving the parent usually resolves all child incidents automatically.

28. How do you filter or sort tickets in your queue?

You can use filters based on status, assignment group, priority, or creation date. This helps manage workload and ensure urgent tickets are handled first. ServiceNow also allows saving custom views for quick access.

29. What do you do if you don't know which category to select while creating a ticket?

If unsure, I check past tickets, ask my team lead, or choose the closest matching category. Selecting the right category is important for routing the ticket correctly, so I make sure to confirm when needed.

30. Why is it important to log every customer issue in ServiceNow?

It creates a proper record, helps in tracking resolution time, avoids duplicate efforts, and ensures accountability. Logged tickets can be analyzed for trends and improvements. It also improves customer satisfaction through timely updates.

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Career Objective

To secure a responsible position in a reputed organization where I can utilize my communication skills, patience, and attention to detail to resolve customer concerns effectively. I aim to contribute positively to team efforts and enhance customer satisfaction while growing both personally and professionally in a service-oriented environment.

Key Skills & Competencies

• **Customer Communication** – Excellent verbal & written skills
• **MS Office Suite** – Proficient in Word, Excel, Outlook
• **Data Entry** – 4 months of hands-on experience in accurate data processing
• **Typing Proficiency** – Good typing speed with accuracy
• **ServiceNow** – Basic knowledge of ticket handling and tracking
• **Multichannel Support** – Capable of handling chat, voice, email, and non-voice queries
• **Time Management** – Able to prioritize and manage tasks effectively
• **Team Collaboration** – Works well in team environments and supports team goals
• **Adaptability** – Comfortable working rotational shifts in a 24/7 setup

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Professional Summary

• Highly motivated and customer-focused individual with a calm and professional approach
• Demonstrated ability to solve problems and support users with patience
• Flexible and eager to learn new systems and tools quickly
• Consistent focus on quality service and customer satisfaction

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Educational Background

Qualification	Institution	Board/University	Year	Percentage
B.Sc (Computer Science)	Prakasam Degree College	AKNU, Rajahmundry	2023	72%
Intermediate	Greyfriars EM High School, Dondapudi	Board of Intermediate	2020	63%
SSC	ZP High School, Kovvurupadu	School of Secondary Education	2017	70%

Co-Curricular Activities

- Participated in college fest activities
- Served as Class Representative, demonstrating leadership
- Engaged in team games and collaborative events

Soft Skills

- Calm and patient listener
- Strong communication and interpersonal abilities
- Quick learner and detail-oriented
- Customer-centric and solution-focused

Strengths

- Positive mindset and hardworking attitude
- Ability to handle pressure and multitask
- Always willing to take ownership and help the team

Hobbies

- Listening to music
- Reading motivational and storybooks
