1. Explained online self-help options to customers to promote additional and after-hours support choices.
2. Solicited customer engagement in loyalty programs to enhance company revenue generation.
3. Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.
4. Described product and service details to customers to provide information on benefits and advantages.
5. Maintained accurate and current customer account data with manual forms processing and digital information updates.
6. Received payment information from customers and implemented it carefully into system to alleviate errors.
7. Conferred with customers about concerns with products or services to resolve problems and drive sales.
8. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
9. Leveraged [Area of expertise] knowledge to customize individual customer recommendations and increase sales changes.
10. Utilized proper telephone etiquette and asked in-depth questions to immediately find solutions to issues for customers.
11. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
12. Provided company information and policies to customers upon inquiry and answered questions via phone, email or online chat.
13. Accepted payment by credit card and offered self-serve payment solutions after explaining charges on customer bills.
14. Identified complications requiring further research and escalated to appropriate department or management.
15. Escalated critical customer issues to supervisor immediately to avoid lost revenue and canceled policies.
16. Maintained financial accounts by processing customer adjustments.
17. Updated account information in each customer's record to keep data accurate.
18. Initiated customer pricing changes in SAP system.
19. Addressed on average [Number] inbound customer calls daily.
20. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.