

Customer Support Specialist Interview Questions And Answers Guide.



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Customer Support Specialist Job Interview Preparation Guide.

Question # 1

Tell me do You Understand Computers?

Answer:-

In most cases, working as a customer service representative will also mean opening customer accounts or placing orders on a computer. Most companies for which you will work have their own proprietary software, so you will receive on-the-job training for this. However, you should be familiar with the basics of computers so that you can successfully manipulate the various programs, enter data, notate the customer's account with the actions taken on the call and much more. "I have worked with computers for many years and I am very familiar with them. I can assure you that I will learn any software quickly and effectively" is a solid answer for this question.

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Question # 2

Explain me how do you measure - good customer service?

Answer:-

Good customer service can be measured on following basis,

- * Number of repeat customers
- * Number and type of customer complaints received
- * Number of referrals given by current customers
- * Sales figure if service is product based
- * Customer satisfaction surveys
- * Benchmarking service with competitors
- * Rate at which number of customers enrolled to your service
- * Number of returns

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Question # 3

Explain me factors you need to take into consideration before doing a survey for customer service satisfaction?

Answer:-

Before doing survey for customer service satisfaction,

- * First consider the objective of the survey
- * Make your survey accessible online
- * Keep open-ended questions and keep survey narrative
- * Consider negative feedback equivalent to positive feedback it is equally important
- * Select the survey method that can yield real information in real time
- * Target putting questions that are relevant to service

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Question # 4

Tell me while creating a customer newsletter what factors need to be taken care of?

Answer:-

While creating a customer newsletter, you need to include following -

- * General information about your company
- * Purpose of newsletter- Promotions, events, upcoming sales and new services/ products
- * Any photos related to the content
- * Any discount or coupons that may be included in your offer

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Question # 5

Tell us how do you deal with the question you don't know the answer that customer asked?



Answer:-

If you don't know the answer to the questions

- * Never say, "I don't know". Instead say " Hold on while I look for the information"
- * Tell customer it's a technical information and requires a specialist, I'll get back to you shortly with some possible solution
- * You can also tell customer like this -
- * It's a timely question and requires some time to gather XYZ information
- * As per the latest information what we suggest to you....
- * I can answer that in part, but like to consider it further and get back to you
- * Do anything else that seems proactive while putting them on hold or passing note to colleagues, you can also keep them engaging by asking questions

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Question # 6

Tell me what would you do if you were presented a problem by a client that you didn't know how to resolve?

Answer:-

In a previous client services role, I was asked a question relating to a loophole in our policy that I had no idea how to answer. I explained to the client that I was not exactly sure how that section of the policy worked in her specific case, and told her that I would check with my manager. I then contacted my team leader and explained the problem. He provided me with the correct solution, which I was then able to pass on to the client. I made sure to note where the answer could be found for quick reference in the future.

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Question # 7

Explain me are you able to cope with stressful situations?

Answer:-

Yes. I tell myself to keep calm and to see things from a bigger perspective. On the other hand, I feel I work well under pressure because I like challenges and I tend to be the most focused in order to accomplish the goal.

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Question # 8

Do you know what is the difference between RAM and ROM?

Answer:-

RAM stands for Random Access Memory.

It is used for the temporary storage of data that is being worked on. ROM is Read-Only Memory and is used for permanent storage of data that should never be changed, like BIOS for example.

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Question # 9

Tell us what, in your opinion, is the most difficult aspect of being a manager or executive?

Answer:-

Identify one of the most difficult tasks as being the motivation of staff in trying circumstances. You can include planning and completing objectives on time and within budget.

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Question # 10

Tell me how Do You Handle Irate Customers?

Answer:-

Handling an irate customer is difficult whether you are doing so in person or on the telephone. As a customer service representative, you are the person who will be required to resolve issues on the customer's behalf. This means that you will likely speak with several angry or even irate customers every day. "I will listen clearly and carefully, reassure the customer that I can handle the issue at hand, and then use all of my knowledge and resources to find the best and fastest solution to the problem. I will relay the solution to the customer in a pleasant tone and follow up with that customer to ensure that the resolution was implemented as planned" is a very impressive answer.

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Question # 11

Tell me how can you turn down a request from a valued client?

Answer:-

To turn down a request from a valued client, you have to

- * Remain polite and well mannered
- * Adhere to company's policies
- * Explain the situation or reason for denial
- * Try to remain reliable to customer

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Question # 12

Please explain why a departed customer analysis can help your organization?

Answer:-

A departed customer analysis can help your organization in following ways:



- * Get valuable insight on why your customer departed from you
- * Which competitor is being selected to replace your company service
- * What was the expectation of your former clients
- * Help to understand weakness and gaps within product line or services.

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Question # 13

Explain me how to deal with abusive/slang using customer?

Answer:-

To deal with abusive customers,

- * Give a positive response: Assure the customer that you are there to help him and tell them that you require certain information from them to carry forward
- * Personalize the conversation: Personalize with the conversation and call the customer by name and refer to their company by name
- * Declare your intent and boundaries: Let your customer know that you can solve the problem and their demands are reasonable. You should not allow customer to continue if they are too much aggressive; it's time to use other strategies
- * Transfer the call: The best way is to switch on the call to the most experienced personnel or supervisor. Sooner you transfer the call, the customer will calm down -it's a natural psychology.
- * Discontinue the conversation: Warn customer if he continues with abusive slang you will end the conversation. If the customer is still abusive even after speaking to them politely, it's better to discontinue the conversation by telling them to contact the customer service complaint department for further discussion.

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Question # 14

Tell me how to deal with customers who deny to pay for service/product?

Answer:-

- * Work with the customer not against him: Try to figure out the exact reason why he is not willing to pay without getting angry on him. Be friendly and try to come up with possible options and plans that might resolve the situation
- * Communicate often in writing and document everything: Always start with a non-threatening written message asking for the prompt resolution by a specific date
- * Don't get personal or angry: Try to listen to customer with empathy it might be possible that your customer is in real financial crisis, so instead of losing your nerves try to handle situation with empathy
- * Turn to collection service at last: Turning down to an attorney or collection agency should be your last resort. Also, remember that a collector takes a hefty portion of any recovery while legal steps will include the cost of hiring an attorney and other hidden charges.

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Question # 15

Please explain have you ever had difficulty with a supervisor?

Answer:-

I always got along well with my supervisors. I feel that it is important to have communication channels open and know the expectations. Every management has his or her unique style so it is important to know how to communicate and work towards forming a mutual level of respect.

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Question # 16

Tell me what does USB stand for?

Answer:-

Universal Serial Bus - the current version is 2.0. It allows the connection of peripherals without the need to shut down the computer.

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Question # 17

Explain me in our industry, what are some important trends that you see?

Answer:-

This question is intended to test your knowledge of the industry. You will need to have done some homework. You might look at topics like technological developments, economic challenges and changes in the market.

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Question # 18

Explain me what are the key attributes of a call center executive?

Answer:-

The key attributes of a call center executive are

- * Friendly attitude
- * Ask the right questions
- * Accurate answers to the customer query
- * Professional phone relationship
- * Be the face of the organization
- * View a customer's complaint as an opportunity to gain the customer's respect
- * Resolve complaints patiently

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Question # 19



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Explain me for implementing a CRM solution to your business what things need to take care of?

Answer:-

Before implementing a CRM solution to your business, you need to take care of following things

- * CRM strategy: CRM only works when there is clear picture of why the organization is doing it and how it really helps to improve customer service
- * Choose the right CRM partner: A best CRM solutions are flexible and have a full integration capability with any other systems in your business
- * Identify the highest priority: Implement CRM solution for the highest priority and return area first

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Question # 20

Tell me some of the useful online tools that can be used for better customer service?

Answer:-

For better customer service tools that are used

- * Zendesk
- * Assistly
- * Zoho support
- * Kayako
- * Freshdesk
- * Uservoice
- * Conversocial
- * Get Satisfaction etc.

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Question # 21

Tell me what would you do if the customer says that it took you long to resolve an issue?

Answer:-

If customer says that it took you long to resolve an issue,

- * First ensure the customer that you are not far from him and was busy with his task all the time
- * You have to give him an expression that he or she is the only customer you are worried for
- * If required give him the explanation of whole operational path and the areas where the task can get slower

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Question # 22

Suppose you are dealing with a customer on the phone, and you are struggling to find the solution to his or her problem. The customer starts getting impatient. How do you handle the situation?

Answer:-

I try to have all my resources readily available to minimize the amount of time spent searching for solutions, but it inevitably has happened that I have stumbled across a problem that was not so easily solved. If the search is taking longer than expected, I regularly check in with the client and explain to him or her what I am doing and why it is taking longer than expected. I also make sure to continuously thank the client for his or her patience. If the problem is particularly difficult to solve, I will ask if it is alright to call the client back, provided that this is permitted by company policy.

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Question # 23

Suppose our call center is involved in activities that bend many laws. Would you work with us? Pay is huge?

Answer:-

Personal ethics and integrity are indispensable to me while selecting my place to work. I will have to regretfully decline.

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Question # 24

Explain me with an example where you use some data to improve customer service without spending any money?

Answer:-

I have retrieved a number of support emails that we received from our clients and figured out that a number of questions were asked repetitively. I searched online forums and knowledge base to find out the solution for these questions. I made a document of the solution which is now accessible to the customer. It was cost effective and helped reduce common repetitive questions from the client.

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Question # 25

Tell me what do you know about customer service?

Answer:-

The customer service knowledge requirements will vary depending on the organization, the product or service and the scope of the customer service job.

However typical knowledge requirements for a customer service job include:

- * knowledge of relevant computer applications
- * data entry
- * information processing
- * numeric, oral and written language applications
- * administrative/clerical procedures
- * customer relationship principles and practices

Questions around the knowledge requirements will usually be answered by reviewing your resume as they refer directly to your qualifications and work experience. Prepare for questions that explore your customer service training and your work experience relevant to the specific knowledge requirements listed such as:



"Which software applications are you proficient in?"
"What products and services have you dealt with?"
"How many orders/queries did you deal with on an average day?"

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Question # 26

What are your short term career goals as Customer Support Specialist?

Answer:-

I would work in the role that I am about to be hired and once I learn all that I can learn. I would have invested in my personal time in personal development and learning coding or some other IT skill that will qualify me to apply for another career path and experience and learn that part of the IT realm. I also will continue to get IT certificates and when I feel that I am ready, I will enroll in school and get my master's degree.

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Question # 27

Tell me how confident you are in your ability to explain complicated IT issues in a simple way that anyone can understand?

Answer:-

Very confident. Using the What, Where, When, Why and How will make explanation easy to understand.

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Question # 28

Explain me an example of a time when you have gone the extra mile for a client?

Answer:-

When working in the client service department of a bank, I received a call from a client who had been promised she would receive her debit card the previous day, but it never came. It was a Thursday, and she was leaving the country that Sunday and needed the card before then. Normally it would take until the following Monday to resend the card; however, I researched carriers in the area that offered Saturday delivery and was able to coordinate with our card shipping center to have the card printed first thing Friday and delivered by Saturday afternoon. The woman said I had saved her vacation, which made my day.

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Question # 29

Tell me how can you resolve the problem to customer's satisfaction?

Answer:-

To resolve the problem to customer's satisfaction, you need to follow the following techniques.

- * Talk to the customer: Standard emails or letters might work in some cases, but often you can achieve more quickly with a phone call. It will make the customer feel more personal and understand their complaint
- * Figure out the problem and requirement: Listen carefully to your customers' needs carefully and ask them what they want
- * Ask about wider issues: Ask open-ended questions like - is he happy with your service or product? What other feedback does he want to give?
- * Offer something back: If a customer has a genuine issue with the service/product, and there is a chance of losing it, it's better to give him some offer/discount/coupons, etc. to keep him stick to your service.
- * Confirm your solution: To avoid dispute after coming up with a solution on phone, it's better to take follow up by email or letter
- * Take follow up: This is where most people miss - get a member of your staff to check that all is well. It will help to minimize the common problem faced by customers.

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Question # 30

Tell me how to get a responsive customer feedback?

Answer:-

To get a responsive customer feedback,

- * Offer feedback options on every page of your site
- * Present visitors with easy feedback form by giving them selective options
- * Give visitors easy-to-use ratings systems
- * Give option for a newsletter to skip or to register
- * Deliver feedback to responsible person directly via e-mail notification
- * Avoid multiple choices of answers instead encourage customer for descriptive feedback

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Question # 31

Tell me how to deal with the difficult customer?

Answer:-

To deal with a difficult customer you need to do the following things

- * Listen to customer actively
- * Rephrase their concerns
- * Present a viable solution
- * Take action and follow up
- * Fix the problem at hand immediately
- * Use the feedback
- * Reduce the unpleasant situation from happening again with customer

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Question # 32

Explain me what Methods Would You Use to Escalate a Call?

Answer:-

Call escalation is common in call centers, especially when a customer has contacted the company multiple times and still has an unresolved issue. Your interviewer will want to know what you would do when a customer asks to speak to your supervisor. The best answer for such a question would be "Although I would follow the company's policies regarding call escalation, I would first attempt to obtain as much information as I can from the customer and deescalate the issue on my own. If I cannot provide the resolution the customer wants, or if the customer refuses, I would follow the company's chain of command for escalated calls."

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Question # 33

Tell me what are the key aspect that help to improve customer service?

Answer:-

The key aspect to improve customer service,

- * Data analysis: Analyze the preferences of customers based on the data collections
- * Automation of business process: To improve customer satisfaction and speeding up the business process implement the automation of business process
- * Self-service optimization: Explore new ways for customer interaction with your business
- * Workforce effectiveness: Integrate new tools and technology to improve customer service

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Question # 34

Tell me do you ever become upset or angry on the job?

Answer:-

I'll step back and reconsider what cost the filling. But I will look at more objective and less personal.

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Question # 35

Tell me what does DNS stand for and what is it used for?

Answer:-

Domain Name Service (or System or Server) - it translates domain names into IPaddresses.

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Question # 36

Explain me how to deal with unreasonable customer demands?

Answer:-

To deal with unreasonable customer demands,

- * To avoid conflict with your potential customer, you can always offer him an option that is reasonable
- * Pre-qualify your customer, before allocating anything to your customer make sure you understand well your customers demand
- * Say-no without hesitation if the demand is illegitimate
- * Keep your patience while dealing with such unreasonable customer demands

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Question # 37

Tell me do You Understand the Goals You Must Meet?

Answer:-

There is much more to customer service than simply answering telephone calls, and your interviewer will want to ensure that you understand all of the goals you must meet along the way. Some of these include your average call handling time, your issue resolution rates, your transfer rates and the number of calls you escalate. "I will work hard to exceed the goals presented to me by the company. I always give 110% in everything I do, and I am not afraid to ask for advice if I feel that I am struggling with any goal" would be a great answer.

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Question # 38

Tell us how do you feel about your abilities as a manager?

Answer:-

Focus on how you achieve results while maintaining good staff relations. Use examples of your successes and how you have learned from mistakes. Emphasise your energy and experience.

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Question # 39

Tell me what steps will you take to deal with your unsatisfied customer?

Answer:-

- * Apologize and offer a better option
- * Act quickly and resolve the customer complaint
- * Take responsibility for what made customer unhappy
- * Compensate customer with better deal or free service



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Question # 40

Tell me what do you like and dislike about working in the customer service industry?

Answer:-

Nobody likes dealing with angry people, and there are days where angry customers can really get you down. It can be frustrating when you can't make someone happy, despite your best efforts. However, when you are able to help a person and make his or her life just a little bit better, there is no better feeling in the world.

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Question # 41

Tell me how would you handle negative feedback from angry clients?

Answer:-

To handle negative feedback from angry clients,

- * Customer representative should be able to manage customer without being dominated
- * He should not be overwhelmed by a disapproving customer
- * Try to listen and understand customer issue before going after suggestions or solution

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Question # 42

Tell us how can you build customer loyalty?

Answer:-

To build customer loyalty, you need to

- * Track customer retention by surveying your customers
- * Analyze the data to see how many customers are new and how many are returning for your service
- * Focus on converting new customers into returning customers as a plan of your customer retention plan
- * Encourage employees to build connections with customers
- * Solicit feedback from customer so they feel that their opinions matter

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Question # 43

If you had a specialty as Customer Support Specialist what would it be?

Answer:-

Being pro active, helping out as much as I can, and quickly as possible. On top of that, anything I don't know, I enjoy being proactive in learning about it and enhancing my knowledge.

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Question # 44

Tell me what did you like and dislike about your previous job?

Answer:-

I like people and work place that make a great place to work with. Sometimes I dislike too much meeting, but the meeting always brings good idea and the problem solve solution ideas.

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Question # 45

Tell me how can you create a new opportunities for customers proactive engagement?

Answer:-

- * Use internet service to contact customer on social media
- * Use mobile often to reach maximum customers by sending personalized context-relevant offers or services
- * Customer Interactions must be relevant to customers interest to gain their trust and encourage them
- * Analyze the customer data and behavior using business intelligence tool, to understand its expectation for the service you offer
- * Use cloud platform to keep your service updated with the latest technology and with minimum expenses

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Question # 46

Explain me how one can improve customer interactions?

Answer:-

To improve customer interaction,

- * Admit your mistakes even before your customer does and apologize
- * Take follow up if a problem is solved
- * Practice active listening so your customer feel heard
- * Try to identify a common interest or liking with the customer

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Question # 47

Tell me how to deal with the customer having language barrier?



Answer:-

To deal with customer having language barrier,

- * Install translation aids on customer service workstations
- * Offer chat, e-mail or customer support options in their native language if possible on top of the phone calls
- * Hire additional personnel with the language skills needed to work with this customer segment
- * Enroll language barrier procedures that can be used when handling foreign customer calls

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Question # 48

Explain me how would you handle an angry client?

Answer:-

I have had to deal with my fair share of angry clients in previous positions. What is most important is to remain calm. My job was to help them in any way I could, so that is just what I did. I explored all possible solutions, making sure to communicate my efforts with the client every step of the way. Upon finding a solution, I made sure to verify with the client that his or her problem had been solved in a satisfactory manner.

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Question # 49

What are your long term career goals as Customer Support Specialist?

Answer:-

My Long term career goal is to get to a point where I would be part of the decision making body., lead in introducing new innovations.

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Question # 50

Are you happy with your career as Customer Support Specialist?

Answer:-

Yes it brought opportunities to be helpful to people, learn new technology and make a difference especially when coming up with new process and procedures. I was proud of developing an employee survey for Help Desk support.

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