

Ecommerce Customer Support Executive Interview Questions And Answers Guide.



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Ecommerce Customer Support Executive Job Interview Preparation Guide.

Question # 1

Do you know what Is Web Portal?

Answer:-

Web portal is a business gateway ex: online shopping portals, <https://www.globalguideline.com/> like job interview preparation portal

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Question # 2

Explain what Is Online Shopping Application And Give Some Examples?

Answer:-

Online Shopping Application provides business gateway between Product vendors and Customers.

Ex: Walmart, amazon etc...

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Question # 3

Tell me what does your professional network look like?

Answer:-

If you have a professional network, discuss it detail (# of contacts, people you know, their positions and what you've learned from them or how you've worked with them). If you don't have one, discuss how you would develop one (career fairs, networking events for that industry, through your existing friends, etc)

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Question # 4

Tell me how E-commerce Works?

Answer:-

When a consumer wants to buy a certain product, he go to the website and selects the product he wants to buy. Once the product is selected, the consumer transaction is moved to the online transaction server where he places an order.

The information is exchanged over a secure channel through a private gateway to a processing network. The networked banks accept or reject the transaction.

All this happens in just a matter of seconds.

eCommerce is a very secure due to the SSL (Secure Socket Layer) technology.

The basic steps involved in becoming Commerce Enabled are:

- * Getting an Internet Merchant Bank Account
- * Web Hosting
- * Obtaining a Digital Certificate
- * Finding a Provider of Online Transactions
- * Creating or Purchasing a Shopping Cart Software

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Question # 5

Tell us how good are you at problem solving?

Answer:-

Describe the problem first and then discuss how you were able to fix it.

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Question # 6

Tell us how did you recognise the level of trust or respect your team held for you and how did you ensure this continued?

Answer:-



Only you will know if your team really trusts and respects you. Respectful employees will usually make you coffee, hold a door open for you, properly carry out tasks assigned to them and rarely undermine your judgement.

To maintain this level of respect, you should make time to recognise your employees' efforts, occasionally explain how you reached a solution to a problem (this can help with buy-in for larger changes or projects) and do your best to be consistently level-headed and successful in your judgement - as it only takes one slip-up to undermine your credibility.

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Question # 7

Tell us how Does Web Marketing Create A More Personalized Approach Than Radio Or Television Advertising?

Answer:-

By allowing users to select the ads they would like to pursue; in radio and television advertising, the viewer or listener is more of a passive recipient of the information.

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Question # 8

Tell us the Major Benefits Of E-commerce?

Answer:-

The major benefits of Ecommerce are:

- * secure - more secure than a cheque.
- * fast - the transactions take not more than a few seconds
- * always on - the purchases can be made 24/7
- * convenient - ease of purchasing
- * reduced cost price - Reduction of Marketing and Advertising Costs

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Question # 9

Tell me how would you define success?

Answer:-

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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Question # 10

Do you know what is the Term "web Hosting"?

Answer:-

Web hosting is a way to gain a presence on the internet. The web hosting company should be capable of providing you with the level of service that you need to maintain your Web Store.

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Question # 11

Tell me what will your ramp time be before you become a meaningful contributor?

Answer:-

Companies want staff that can ramp quickly, but also want people who are realistic. So take into consideration how intense the job is and then give a good answer. For example, if you have simple responsibilities that don't require a huge development curve, then your ramp time will probably be shorter. If it's a complex set of skills that you need to develop, then your ramp time could be longer - the key is you have to explain why you believe that ramp time should be.

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Question # 12

Can you tell us how do you measure the success of your incentives?

Answer:-

An ideal answer to this question will demonstrate that you are capable of monitoring a situation as it evolves.

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Question # 13

Tell us what Are The Possible Drawbacks Of Electronic Commerce?

Answer:-

Increased vulnerability to fraud;
difficulty protecting intellectual property;
risks to confidentiality; problems over taxation;
customs requirements;
regulations; credit card fraud;
security;
trust problems, and constant availability.

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Question # 14

Please explain what Are Two Advantages Of Electronic Commerce Over Traditional Commerce?

Answer:-

Advantages of electronic commerce over traditional commerce are as follows:

- * 1. Instant worldwide availability.
- * 2. A streamlined buyer-to-seller relationship.
- * 3. Reduced paperwork.
- * 4. Reduced errors.
- * 5. Time and overhead costs.
- * 6. Reduced time to complete transactions.
- * 7. Easier entry into new markets.
- * 8. New business opportunities.
- * 9. Improved market analysis.
- * 10. Wider access to assistance and advice.
- * 11. Improved product analysis.
- * 12. The ability to streamline and automate purchasing.

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Question # 15

What is Electronic Payment Procedure?

Answer:-

- * The merchant submits a credit card transaction to the Payment Gateway on behalf of a customer via secure connection from a Web site, at retail, from a MOTO center or a wireless device.
- * Payment Gateway receives the secure transaction information and passes it via a secure connection to the Merchant Bank Processor.
- * The Merchant Bank's Processor submits the transaction to the Credit Card Interchange (a network of financial entities that communicate to manage the processing, clearing, and settlement of credit card transactions).
- * The Credit Card Interchange routes the transaction to the customer's Credit Card Issuer.
- * The Credit Card Issuer approves or declines the transaction based on the customer's available funds and passes the transaction results, and if approved, the appropriate funds, back through the Credit Card Interchange.
- * The Credit Card Interchange relays the transaction results to the Merchant Bank's Processor.
- * The Merchant Bank's Processor relays the transaction results to Payment Gateway.
- * Payment Gateway stores the transaction results and sends them to the customer and/or the merchant. This communication process averages three seconds or less.
- * The Credit Card Interchange passes the appropriate funds for the transaction to the Merchant's Bank, which then deposits funds into the merchant's bank account. The funds are typically deposited into your primary bank account within two to four business days.

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Question # 16

Tell us what Are The Various Applications Of E-commerce?

Answer:-

Following are a few products where Ecommerce can be used:

- * Computer products (hardware, software, accessories)
- * Books
- * Music
- * Financial Services
- * Entertainment
- * Home Electronics
- * Apparel
- * Gifts and flowers
- * Travel services
- * Toys
- * Tickets
- * Information

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Question # 17

Tell us would you describe yourself as more analytical or interpersonal?

Answer:-

If you answer either, just make sure you explain why. For example, "I would consider myself to be more analytical because I'm good at examining a data set and then understanding how to interpret it in a business environment." or "I'm more of interpersonal person because I enjoy working and collaborating with my teammates and clients"

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Question # 18

Tell me how To Set Up An Ecommerce System?

Answer:-

- * E-commerce Web sites are not easy to set up. With a plethora of e-commerce solutions in the market, entrepreneurs have to make a few key decisions:
- * The entrepreneur has to decide on the initial amount of investment required for an e-commerce Web site, as well as the volume of business of an e-commerce Web site over the Internet. Investment factors and business objectives dictate the type of software, database, or other applications that are required to set up the e-commerce Web site.
- * There are specific elements involved in an e-commerce system. These elements range from domain name for the site to the merchant account for e-commerce transactions. Each of these elements requires a certain amount of scrutiny before setting up an e-commerce Web site.
- * Before launching the e-commerce Web site on the Internet, it requires rigorous testing. Some of the important and common types of testing include security testing,



software and hardware reliability, and compatibility between all the elements of the system.

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Question # 19

Tell us in Brief B2b, B2c, C2b And C2c?

Answer:-

* B2B (Business-to-Business)

In B2B, companies transact with each other. This includes the companies selling their product to wholesalers, distributors, etc

* B2C (Business-to-Consumer)

This is usually when average businesses transact with the customer. This is done through the shopping cart softwares and the amount involved in the transactions is usually low.

* C2B (Consumer-to-Business)

In this, a consumer places the product on the net. The companies willing to buy this product bid for it. The consumer can then decide, depending upon the bid, which company to sell it to.

* C2C (Consumer-to-Consumer)

These kind of transactions are usually done at an individual level. Payments can be done with the help of online systems like PayPal.

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Question # 20

Do you know what Are The Payment Models For Electronic Commerce?

Answer:-

The e-cash model, the check model, and the credit model.

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Question # 21

Tell me what do you expect to be earning in 5 years?

Answer:-

Discuss how you expect yourself to be excellent at your job. Thus, it would be reasonable to expect pay that is based on the merit of your work.

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Question # 22

Tell us how To Test Payment Gateways In Web Portals?

Answer:-

Using dummy card ids, we can test Payment Gateways.

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Question # 23

Tell us the Types Of Ecommerce Applications Available In The It Industry?

Answer:-

* Business to Business (B2B)

* Business to Customers (B2C)

* Customers to Customers (C2C)

* Customers to Business (C2B)

Etc...

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Question # 24

Tell me how open are you to relocation?

Answer:-

If you're not, then say you're not. Don't lie about it just to get the job. There's no point if you won't move for the job anyway and lying is unethical. If you are open to relocation, let them know which areas you'd be willing to relocate to.

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Question # 25

Tell us what differentiates this company from other competitors?

Answer:-

Be positive and nice about their competitors but also discuss how they are better than them and why they are the best choice for the customer. For example: "Company XYZ has a good product, but I truly believe your company has a 3-5 year vision for your customer that aligns to their business needs."

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Question # 26

Tell us what Is The Difference Between Business-to-business And Business-to-consumer Electronic Commerce?

Answer:-

Difference between business-to-business and business-to-consumer e-commerce:



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Business-to-business electronic commerce is conducted between two separate businesses, such as a large company needing office supplies and an office supply company. Business-to-consumer electronic commerce is between one individual and a company selling goods or services.

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Question # 27

Please explain what Is System Assurance In Ecommerce?

Answer:-

The main purpose of system assurance is to deliver a quality product. Conformance to requirements increases the organization's confidence in the system. An e-commerce system deals with three parties: the bank, the transaction clearinghouse, and the customer. The interdependency of these three parties makes the process of buying and selling over the Internet more critical than in real life. If the faith of any of these parties dwindles in the e-commerce site, the entrepreneurs can lose a lot of money, as well as their reputation.

For example, in the case of a faulty e-commerce system, the credit card of the customer may be billed immediately for the complete order, when only a partial order has been filled. Testing must assure that partial order fulfillment and billing are done correctly.

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Question # 28

Explain me have you ever mentored anyone before? If yes, describe the situation?

Answer:-

Describe a time where you've helped someone else. Mentorships can be informal so as you've helped someone over a period of time that can certainly count. The key is to highlight how you utilized certain skills/attributes like coaching, teaching, patience, communication skills, and so forth to mentor that person.

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Question # 29

Do you know how to test a Crucial Ecommerce?

Answer:-

Testing is crucial to e-commerce because e-commerce sites are both business critical and highly visible to their users; any failure can be immediately expensive in terms of lost revenue and even more expensive in the longer term if disaffected users seek alternative sites. Yet the time pressures in the e-commerce world militate against the thorough testing usually associated with business criticality, so a new approach is needed to enable testing to be integrated into the development process and to ensure that testing does not present a significant time burden.

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Question # 30

Do you know what Is Software Reliability In Ecommerce?

Answer:-

E-commerce requires software that performs critical tasks, such as creating storefront and a shopping cart, collecting customer data, and providing the payment gateway. This software needs to function correctly.

Testing assures the organization of the quality and integrity of the e-commerce solution.

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