

WORK VAPOR

Job Link: <https://workvapor.in/jobs/live-chat-support-executive-customer-handling-online-process-india/>

HIRING ORGANIZATION

Zepto

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: INDIA

LIVE CHAT SUPPORT EXECUTIVE, CUSTOMER HANDLING ONLINE PROCESS INDIA

BASE SALARY

? 18000 - ? 20000

DESCRIPTION

Company Name: Zepto

Job Type: Full-time

Salary: ?18,000 – ?20,000 per month

Location: India

This is a live chat support profile.

Work is related to customer handling.

Freshers and experienced both can apply.

You will manage multiple chats at the same time.

Contact Details (For Application & Queries)

Email: saitejhrzepto.hr@gmail.com

Phone: +91 0824772281

This work is based on customer support system.

You will reply to customer queries in chat.

You will also help in issue solving.

Basic product and service guidance is required.

Key Responsibilities

- Handle live chat customer queries
- Respond quickly and professionally
- Manage multiple chats at same time
- Solve basic technical and service issues
- Provide correct product information

- Log all chats in CRM system
- Escalate complex issues to higher team
- Follow up until issue is resolved

Documentation Work

You need to maintain proper records.

All customer chats must be logged correctly.

Complaint details should be updated in system.

Skills & Requirements

- Good typing speed required
- Basic computer knowledge needed
- Ability to handle multiple chats
- Good communication skills
- Problem solving mindset
- Team coordination ability

Work Details

Full-time work profile.

Live chat support environment.

Training will be provided if required.

Contact Information

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