

apna Interview Cheatsheet

The Ultimate Cheatsheet for your Interview Preparation

Hello!


Congratulations on being selected for an interview for the role of Telecaller at Alorica! We're excited to have you join us on this journey.

Here's everything you need to know to prepare for your interview:

About Alorica

Join Alorica India, a leading customer experience solutions provider, where employees receive comprehensive training, growth opportunities, and work in an innovative environment. We're committed to a positive, inclusive culture and investing \$100 million in expanding their workforce and capabilities over the next five years. Work with cutting edge technology (Alorica IQ and Alorica Clear) to deliver high quality Customer Experience!

Learn More about alorica on their website - <https://www.alorica.com/>

Watch this video -  Get to Know Alorica India

About the job

- Provide customer support and resolve customer queries on call or chat.
- Build credibility and trust with the customers by communicating with them
- Proactively understanding their needs and responding promptly thereby obtaining high quality/ Customer Satisfaction (CSAT) scores for the work you performed.
- Research, Diagnose, troubleshoot, and identify solutions to resolve customer issues.

Interview Process

There is a 4 step evaluation process for the job!

1. Harver - aptitude/psychometric test
2. HR interview - will assess your background, personality and communication skills
3. Operations Panel - will assess your fitment and interest in the BPO sector
4. Versant

Perks / Benefits / Career Growth at Alorica

1. Transport: Free transportation from 8AM to 8PM

2. Life Insurance and Medical Insurance
3. Night Shift Allowance + Incentives



Interview Preparation Tips

1. **Research the Company:** Understand Alorica's services, mission, and values. Familiarize yourself with their clients and recent news about the company.
2. **Understand the Role:** Be clear about the specific job you are applying for, its responsibilities, and the skills required.
3. **Practice Communication Skills:** As BPO roles often involve direct communication with clients, strong verbal and written communication skills are essential.
4. **Dress Professionally:** First impressions matter, so dress appropriately for the interview.
5. **Bring Copies of Your Resume:** Have multiple copies of your resume ready to share with interviewers.
6. **Ask Questions during Interview:** Prepare thoughtful questions about the role, team, and company culture to show your interest and engagement.
7. **Review Common BPO Scenarios:** Be ready to discuss customer service scenarios, conflict resolution, and multitasking capabilities.



Interview Questions and Sample Answers:

Feeling a bit nervous about your upcoming interview? No worries! We've got just what you need. Whether it's your first time or you're looking to boost your skills, these questions are here to help you feel confident and get you ready for the job. Let's jump in and get you set!

Q1: Tell me about yourself and your background.

- **Objective:** To assess your experience, skills, and how you present yourself.
- **Preparation:** Provide a brief summary of your education, work experience, and any relevant skills or certifications. Highlight experiences that are relevant to the BPO industry.

Sample Answer (if you have BPO experience):

I have a degree in Business Administration and over three years of experience in customer service. My last role was at XYZ Company where I managed customer queries and complaints, developed training materials for new hires, and consistently met performance targets. I am proficient in CRM software and have a strong ability to handle stressful situations with a calm demeanor.

Sample Answer (Fresher):

Hello, my name is [Your Name]. I recently graduated with a degree in [Your Degree] from [Your University]. During my studies, I developed strong communication and problem-solving skills, which I believe are essential for a BPO role. I have also gained experience in customer service through [mention any relevant experience, like part-time jobs, internships, or volunteer work], where I learned how to handle customer queries and work efficiently under pressure.

I am particularly excited about this opportunity because I am passionate about providing excellent customer service and am eager to contribute to your team. I am a quick learner, adaptable, and enthusiastic about starting my career in the BPO industry. I look forward to the possibility of working with you and bringing my skills and positive attitude to your organization

Q2. What is a BPO according to you?

- **Objective:** Demonstrate your understanding of the BPO industry and its importance.
- **Preparation:**
 - Research the definition and functions of a BPO (Business Process Outsourcing).
 - Understand the benefits and types of services provided by BPOs.

Sample Answer:

"A BPO, or Business Process Outsourcing, is the practice of contracting out various business-related operations to third-party service providers. These operations can range from customer service and technical support to back-office tasks like accounting and human resources. BPOs help companies focus on their core activities while improving efficiency and reducing costs. By leveraging the expertise and technology of specialized providers, businesses can enhance their service quality and gain a competitive edge in the market."

Q3. What is your weakness and how are you improving it?

- **Objective:** Show self-awareness and a commitment to personal and professional growth.
- **Preparation:**
 - Identify a genuine weakness that is not critical to the job.
 - Explain the steps you are taking to improve on this weakness.

Sample Answer:

"One area I've been working on is my public speaking skills. In the past, I found it challenging to speak confidently in front of large groups. To improve, I joined a local Toastmasters club where I practice giving speeches and receive constructive feedback. This experience has significantly boosted my confidence and ability to communicate effectively, and I continue to work on these skills through regular practice and self-reflection."

Q4. Where do you see yourself in the next 2 to 3 years?

- **Objective:** Show your career aspirations and how they align with the company's goals.
- **Preparation:**
 - Reflect on your long-term career goals.
 - Research the company's growth opportunities and how you can contribute.

Sample Answer:

"In the next 2 to 3 years, I see myself growing within the BPO industry, taking on more responsibilities and enhancing my skills in customer service and operations management. I aim to become a team leader where I can mentor new employees and contribute to improving our service processes. I am particularly interested in your company because of its strong reputation for employee development and innovation, and I believe this environment will help me achieve my career goals."

Q5. What are your salary expectations?

- **Objective:** Provide a reasonable salary expectation based on market rates and your value.
- **Preparation:**
 - Research the typical salary range for entry-level BPO roles in your area.
 - Consider your qualifications and the cost of living.

Sample Answer:

"Based on my research and understanding of the industry standards for entry-level positions, I believe a salary in the range of [insert range, e.g., \$X,000 to \$Y,000] would be fair, considering my educational background and the skills I bring to the role. However, I am open to discussing this further and am flexible depending on the overall compensation package and growth opportunities your company offers."

Q6: How would you handle a difficult customer? Can you provide an example?

- **Objective:** To evaluate your problem-solving and interpersonal skills.
- **Preparation:** Think of a specific instance where you successfully resolved a difficult situation with a customer. Highlight your ability to stay calm, listen actively, and provide a solution.

Sample Answer

If I encounter a difficult customer, I will stay calm and professional, listen actively, and empathize with their frustration. I will follow the company-defined SOP, apologize for the inconvenience, take responsibility, and quickly investigate the issue. I will inform the customer of the steps I am taking to resolve it and ensure they are satisfied with the outcome. For example, if a customer receives the wrong product, I will verify the mistake, arrange for the correct product to be shipped overnight at no extra cost, provide a return label for the incorrect item, and follow up to confirm resolution.

Q7: Why do you want to work for Alorica?

- **Objective:** To gauge your interest in the company and the role.
- **Preparation:** Research Alorica's values, culture, and recent developments. Relate these to your own career goals and values.

Sample Answer:

"I am excited about the opportunity to work at Alorica because of your commitment to customer-centric solutions and your reputation for providing exceptional service. I admire your innovative approach to customer engagement and believe my skills in customer service and communication align well with your needs. I am particularly attracted to Alorica's focus on continuous improvement and employee development, which aligns with my own career goals."
