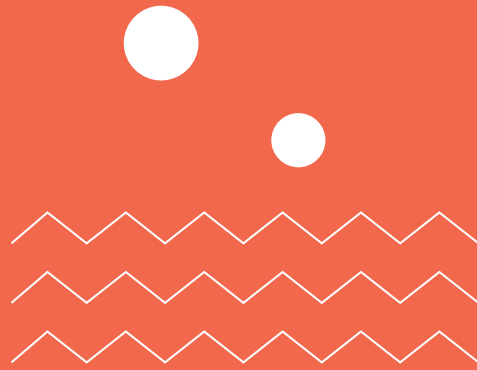




Interview Questions to Find the Best

Customer Support Representative



Introduction

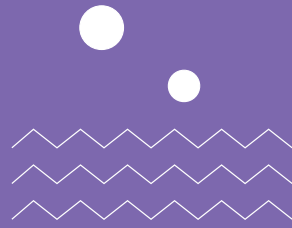


Interview Questions to Find the Best Customer Support Representative

Customer service representatives play a vital role in resolving customer queries and fulfilling customer expectations.

Customer care representatives are your public face. Sometimes, it can be challenging to hire a great support agent.

In this e-book, we have grouped questions by categories. This should help you in evaluating and identifying the right candidate for the job.



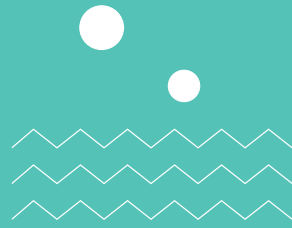
Skill and Commitment

A support agent must definitely possess certain skills for the role. They should have a good understanding of the market. The following questions will help you ascertain their passion and commitment to work.



Skill and Commitment

- 1 What mode of communication channel do you have experience in—email, live chat, help desk/tickets, phone (outbound or inbound)?
- 2 Can you elaborate on your understanding of our products and customers?
- 3 Can you tell me your understanding of the following types of support (Phone support, Email support, Live chat support, Chatbots, etc.)?
- 4 What makes you stick to this role?



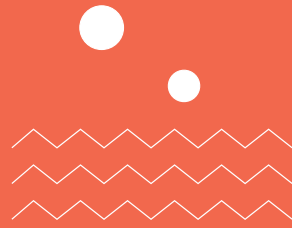
Metrics

Candidates must have a clear understanding of their key responsibility areas and should be able to measure them. The following questions will help you in understanding their ability to measure them.



Metrics

- 5 How do you measure the success of your support?
- 6 What are the key performance indicators you think are vital for this role?
- 7 Can you explain the following support metrics (Resolution Time, Backlog, Adhering to SLAs, etc.)?
- 8 What is the maximum number of tickets you handled in a day?



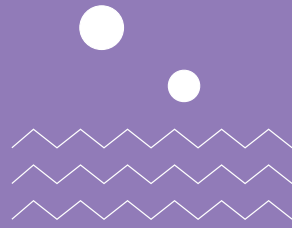
Beyond the Call of Duty

To stand out, the candidate should have the ability to do a lot more than what they are required or expected to do. It is a plus if the candidate has good writing skills, an eye for detailing in design and other creative ideas. Here are a few questions that will help you gauge them.



Beyond the Call of Duty

- 9 Have you provided UI feedback to the team? If yes, please give an example.
- 10 Do you have experience in creating knowledge base articles for your product?
- 11 Did you have the opportunity to identify any gaps in your product's knowledge base?
- 12 Have you driven root cause analysis for customer incidents? If yes, how did you arrive at preventive measures to avoid their future recurrence? Please give an example.
- 13 Have you worked with the sales team to assist in their activities?



Work Ethic

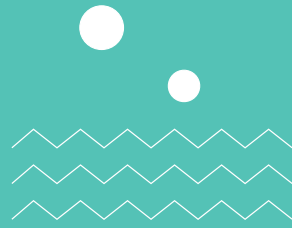
The candidate should possess a strong work ethic. You must be able to rely on them for more significant tasks entirely.

These questions will help you ascertain the candidate's professionalism and drive for doing good work.



Work Ethic

- 14 If hired, what would be your goal for the first quarter?
- 15 Why are you switching your job right now?
- 16 How do you prioritize your tasks?
- 17 When things are slow at work or, you've finished your tasks, what do you do?
- 18 Can you describe a time when you went the extra mile at work?
- 19 How do you deal with work-related stress?



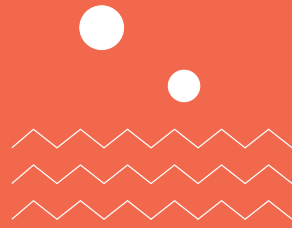
Constant Learning & Passion

A Customer success agent's role keeps evolving with rising customer expectations. So agents must keep themselves updated about the latest skills. Here are some questions that will help you learn how passionate the candidate is to learn new skills.



Constant Learning & Passion

- 20 What new skills did you learn in the recent past?
- 21 Are there any skills you're interested in learning?
- 22 What is your take on chatbots? Do you think it will replace human-agent support in the future?
- 23 Do you read any customer support related blogs?
- 24 What made you choose this career?
- 25 Tell me about problems with the products or services you previously supported? How did you deal with these issues?
- 26 What have you done to be a better customer service representative?



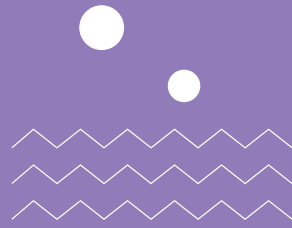
Team Coordination

Customer service teamwork is one of the fundamental keys to consistent customer experience. Every rep should support each other. With these questions, you can gauge if the candidate is a good team player.



Team Coordination

- 27 Do you prefer to work on your own or feel happier with a team?
- 28 How do you deal with troublesome coworkers?
- 29 Have you worked with remote team members?
- 30 Have you worked with multiple small teams/projects in parallel?
- 31 How would you help your team members if you are occupied with your tasks?



Customer Understanding & Empathy

Candidates should have the ability to understand and connect with the customers. The questions listed below will give you an idea of the candidate's patience levels and their ability to help your customers effectively.



Customer Understanding & Empathy

- 32 What would you do if a customer asks a question you don't know the answer to?
- 33 Tell me about a time that you helped resolve a particularly difficult customer issue?
- 34 What would you do if the customer is wrong?
- 35 How would you handle the situation if you are unable to understand and resolve the customer's problem?
- 36 What would you do if the customer points out a known issue of your product?



Customer Understanding & Empathy

- 37 How would you handle an angry customer?
- 38 What would you do if the customer says you are taking a long time to solve his/her issue?
- 39 At what situations do you escalate issues?
- 40 Give me an example of a time you gave a customer great service.



Score Card:

Candidate name : _____

Position interviewed for : _____

Date : _____

#	Criterion	Interview rating (1-5)	Comments
1	Communication Skills		
2	Customer Focus		
3	Problem Solving		
4	Time management		
5	Work ethics		
6	Constant Learning & Passion		
7	Team Coordination		
8	Customer Understanding & Empathy		



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