

Hello, I'm [NAME] with [COMPANY NAME] and I'll be interviewing you for the day. First I am going to start with some questions, then I'll tell you about how we work and what your responsibilities would look like day to day. Sound good?

Great!

Do you have a headset? (i.e. noise cancelling) Are you currently using it for this call?

How is your internet speed? Do me a favor and go to speedtest.net and send me a screenshot of your internet speed. (\*you're looking for solid download AND upload speed here)

Are you available to make calls during Eastern Standard Time business hours?

Tell me about your customer support experience.

Have you ever upsold a customer before after providing support?

We work on a 90-day probationary period to make sure we both are a fit for each other. We start 90-days through Upwork and then migrate towards PayPal after the probationary period ends. Ultimately, we want to make sure you're happy working for us, and that we're happy with your results.

Here's what your day will look like Monday - Friday:

**Your Day (8 hours):**

- You'll be calling our new clients and existing clients to run through any support needed with them. Things like logging into accounts (Kallzu 2.0 software), loading account up with funds, reviews of phone calls (again, all company training is provided)
- Daily and weekly reports sent to the management staff on your conversations, when they took place and what was covered, including the calls that were disputed and credited back in our system.

\*\*\*IF QUALIFIED based on how they sound and the questions above, then proceed to next steps, if not, move on to the next candidate\*\*\*

Here's what we're going to do next:

We are going to send our first process to you with a client's information. Please read through the directions a few times first, then run the process that the training covers. Please send us this ASAP. We will be reviewing your work results and several other candidates as well and making our decision by [TIME AND DATE].

Do you have any last questions for me?

(Answer questions then hang up)

\*\*\*Review first process test and continue on with the Setup Guide for Customer Onboarding Support.\*\*\*