

## 2. Company:

**Knoah Solutions Pvt Ltd**  
**R R Towers, Plot # 188 & 189,**  
**Phase II, Kavuri Hills, Madhapur, Hyderabad – 500033.**

Following is the **Job Description** of the openings for different Line of Business:

### 1. Line of Business: Technical Support – Voice

**Shift:** Rotational (9 hours – 5 days a week)

**Transport Facility:** Provided

#### **Skills Required:**

- Should possess effective verbal communication skills
- Fluent with good thought processing
- Should have command on internet concepts, networking concepts, Operating System concepts, Computer basics, Wireless Communication
- Excellent interpersonal, intrapersonal skills, team player, open to learning, listening skills

### 2. Line of Business: Customer Support - Voice

**Shift:** Rotational ( 9 hours – 5 days a week)

**Transport Facility:** Provided

#### **Skills Required:**

- Should possess effective verbal communication skills
- Fluent with good thought processing
- Should know basics of computer
- Excellent interpersonal, intrapersonal skills, team player, open to learning, listening skills

### 3. Line of Business: Customer Service – Non-Voice

**Shift:** Rotational (9 hours – 5 days a week)

**Transport Facility:** Provided

#### **Skills Required:**

- Should possess effective listening & written communication skills
- Fluent with good thought processing
- Excellent interpersonal, intrapersonal skills, team player, open to learning, listening skills.

**Interview Process:**

**1. Voice Support Officer – Customer Service and Technical Support  
(VSO)**

**Job Profile:** To provide wide range of voice based services and solutions to International customers through inbound calls.

**VSO**

1. Group Discussion
2. Voice & Accent Interview
3. Technical Round
4. Operations Round
5. HR Round

**2. Back Office Processing Officer – Customer Service (BoPO)**

**Job Profile:** Listen to the call and summarize the conversation

**Stages of Selection Process in BoPO**

1. Group Discussion
2. Written Skills Test
3. Listening Skills Test
4. Language Interview
5. Operations Round
6. Typing Test
7. HR Round

**(Please note that every round is an elimination round.)**

**Pre-requisites:**

1. Undergraduate and above from any discipline
2. Excellent English Language Fluency
3. Flexibility to work in Shifts.