

What is Vyapar?

Vyapar is a business accounting software (android and windows) that simplifies the

process of managing a business for millions of Indian MSMEs.

The software allows users to create business transactions, share them with their customers, manage their inventory, keep track of their receivable / payable and manage end to end taxation.

Who uses Vyapar?

Vyapar is used by almost every type of businesses in India, be it retailers, distributors,

wholesalers, manufacturers or service professionals.

The horizontal approach towards building Vyapar allows every business to fit it into our

use case and manage it efficiently. From a small garage service center to multi-outlet

grocery store, Vyapar is built for and used by almost the entire breadth of business types

in India.

As far as numbers go, Vyapar has been installed by **almost 1 crore businessmen** across the country.

What is the role about?

Job Description:

- Should be able to answer incoming customer calls and take appropriate action for each call and ensure there are no escalations on the service provided.
- Should be able to answer emails timely ensuring adherence to the process standards.
- Follow up customer calls made wherever is necessary
- Maintain customer satisfaction ratings based on explicit criteria set forth by the company.
- Attend mandatory training sessions to stay updated on product or company policy changes
- Use company policies to determine if there can be an immediate resolution to a customer issue or if that issue requires managerial input.
- Input data into the company

Education and Experience

- Proficient in relevant computer applications
- Required language proficiency, especially **Hindi and English.**

Added advantage:

- Knowledge or some experience in a call center or customer service environment
- Good data entry and typing skills

Perks and Benefits

Good Incentives