



# Avyukta Intellicall

IT - WEB - TELEPHONY

Call Center @ Telephony @ solutions

## Telecaller Profile - Avyukta Intellicall

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### Company Overview

Avyukta Intellicall is a 13-year-old organization with 475+ clients across 9 countries. With a strong team of 29 professionals, we specialize in call center solutions, CRM services, and customer engagement strategies.

Our goal is to provide **excellent customer support** and **seamless communication solutions**, enabling businesses to grow and retain customers effectively.

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### Role: Telecaller

As a **Telecaller**, you will be responsible for handling outbound and inbound calls, generating leads, assisting customers, and driving sales conversions.

This role demands excellent communication skills, a strong customer-first mindset, and the ability to **meet performance targets** consistently.

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### Salary Range

**₹7,000 – ₹20,000 per month**

Salary will be based on skills, experience, and performance metrics.

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### Key Responsibilities

- Make outbound calls to prospective customers to generate leads.
  - Handle inbound calls and resolve customer queries effectively.
  - Qualify and nurture leads through professional communication.
  - Update and maintain CRM with accurate and up-to-date customer data.
  - Meet daily, weekly, and monthly call targets and KPIs.
  - Provide constructive feedback to improve processes and scripts.
  - Upsell and cross-sell company products and services.
  - Maintain a positive and professional attitude at all times.
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## Required Skills

- Excellent verbal communication in **English** and **Hindi**.
- Strong **sales and persuasion techniques**.
- Basic computer literacy and familiarity with CRM software.
- Active listening and problem-solving skills.
- Target-driven approach with goal-oriented mindset.
- Ability to handle rejection and remain motivated.

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## Training Roadmap

### Month 1 – 3: Foundational Training

Focus: Basics of telecalling and communication.

- Introduction to company products and services.
- Building communication skills and customer interaction etiquette.
- Introduction to CRM usage and navigation.
- Handling outbound and inbound calls professionally.
- Learning basic sales scripts and call flow.
- Time management and performance discipline.

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### Month 3 – 6: Advanced Sales Training

Focus: Mastering advanced techniques and efficiency.

- Advanced objection handling and negotiation strategies.
- Deep dive into CRM reporting and analytics.
- Closing techniques for higher sales conversions.
- Handling challenging customers with empathy and patience.
- Achieving KPIs consistently.
- Role-play and mock call sessions for real-world preparation.

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### Month 6 – 9: Leadership & Growth

Focus: Preparing for leadership roles and growth.



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- Team collaboration and peer mentoring.
- Advanced customer retention strategies.
- Leading by example with sales performance.
- Preparing for Team Leader or Senior Telecaller positions.
- Regular performance reviews and feedback discussions.
- Enhancing productivity with strategic planning.

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## Work Environment

This role offers a **dynamic and fast-paced work environment** with immense opportunities for growth.

We value **proactive team players** who can take initiative, deliver excellent results, and contribute to Avyukta Intellicall's mission of **delivering exceptional customer service**.

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## Location

**Jaipur, Rajasthan** – Hybrid and Work From Office options available.

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## Social & Media Links

- **Website:** [www.dialerphilippines.com](http://www.dialerphilippines.com)
- **LinkedIn:** [Avyukta Intellicall](#)
- **Facebook:** [DialerIndia](#)
- **Instagram:** [@avyukta\\_intellicall](#)
- **YouTube:** [Avyukta Intellicall Videos](#)