

**JOIN US AS A WORK FROM HOME, FULL TIME**

# Call Tracking cum Chat-bot Analyst & Management Associate

**BIZYCORP  
IS EXPANDING  
IN A BIG WAY.**



Bizycorp Ltd is a 100% home-based virtual organization, and we want to recruit two (02) Call Tracking cum Chat-bot Analyst & Management Associates who value the opportunity to work from home and grow their careers.

What are you waiting for? Apply today, and don't miss out on this great opportunity.

## WHY SHOULD YOU JOIN US?

- ▶ Flexible work hours. 3 hours of your time is required to be worked between 6.30 PM and 1.30 AM Sri Lankan Time. You are free to allocate the 3 hours anytime within the given time range. The remaining 5 hours can be worked at any time during the day.
- ▶ WFH - Work from the comfort of your own home.
- ▶ EPF/ETF - Each employee would be enrolled in the EPF/ ETF as per the Sri Lankan labor law
- ▶ Legitimate work at home company - Bizycorp adheres to the Sri Lankan shop and office act.
- ▶ Remuneration - Starting from 50,000 LKR (Inclusive of Basic + Fixed allowances). You will be eligible for a probation confirmation increment after 06 months. (Conditions apply).
- ▶ More Benefits - Paid Leave, Selected Professional Training & Certification programs, Annual Rewards - Based on performance and role. (Conditions Apply) plus many more...
- ▶ You will be a part of a diverse team of 200+ employees who come from multiple cultures and backgrounds around the world including Sri Lanka, Pakistan, Malaysia, the United States, and Canada.

## RESPONSIBILITIES

Onboard new clients to Call Tracking Metrics, this includes but is not limited to;

- Creating the client account on Call Tracking Metrics
- Acquiring a suitable local number/porting of a phone number from another carrier
- Setting up call routing
- Setting up notifications and reports

As and when required review as many as 100-150 calls in under 14 work hours and then create a report based on the findings of the call review

Communicating various tasks and accomplishments completed by the internal backend teams to the client (email, text or call)

Daily management of the Call Tracking Metrics system, this includes but is not limited to;

- Identify potential spam calls and take steps to eliminate them
- Ensuring client questions and concerns are provided with professional draft responses
- Client tasks are implemented in a timely fashion

Onboard new clients to the Chat Bot system, this includes but is not limited to;

- Creating the chatbot
- Setting up the chatbot conversation flow
- Setting up notifications and customizing the bot based on the client's needs

Daily management of the Chat Bot system, this includes but is not limited to;

- Ensuring client questions are provided with professional draft responses
- Client tasks are implemented in a timely fashion

As and when required attending client meetings via Zoom

## REQUIREMENTS

Good understanding of how online marketing, improving conversions, and the importance of tracking ROI via Call Tracking

Outstanding communication skills in spoken and written English

Fundamental computer literacy and knowledge in online marketing, using communication tools (Skype, Zoom)

Excellent experience using Google Docs/SpreadSheets

Experience in working with ticketing or task management system

***We DO NOT have part-time jobs available.***

***IF YOU ARE NOT comfortable speaking with foreign clients via Zoom, Skype or do not understand the importance of tracking the ROI of online marketing then this vacancy is NOT for you.***

**IF INTERESTED,  
PLEASE SEND YOUR CV TO  
CAREERS@EKWA.COM  
OR VISIT  
BIZYCORP.ORG/CAREERS**