

Common Wipro BPO Interview Questions and How to Answer Them

1. Tell Me About Yourself

This is a classic opening question. The interviewer wants to know about your background, work experience, and what makes you a good fit for the role.

How to answer: Keep your response brief but impactful. Focus on your skills, experience, and why you're interested in working at Wipro.

Example: "I have a background in customer service with two years of experience in handling inbound and outbound calls. I enjoy solving customer problems and providing excellent service. I'm excited about this opportunity at Wipro because I admire the company's growth and commitment to employee development."

2. Why Do You Want to Work at Wipro?

Employers want to see that you've done your research and are genuinely interested in working at their company.

How to answer: Mention Wipro's reputation, its work culture, or career growth opportunities.

Example: "Wipro's leadership in the IT and BPO industry is impressive, and I admire its focus on innovation and employee growth. I'm eager to contribute my skills to such a renowned organization and grow professionally here."

3. Can You Work in a Rotational Shift?

BPO jobs often require working in different shifts, including night shifts.

How to answer: Be honest. If you're flexible, express your willingness to work any shift. If you have constraints, mention them politely.

Example: "Yes, I understand that BPO operations run 24/7, and I am open to working in rotational shifts as required."

4. How Would You Handle an Angry Customer?

Customer service roles demand patience and excellent problem-solving skills.

How to answer: Explain how you would listen to the customer, empathize with them, and offer a solution.

Example: “If a customer is upset, I would calmly listen to their concerns without interrupting. I’d empathize with their frustration and assure them that I am there to help. Then, I would find the best possible solution to their issue.”

5. What Are Your Strengths and Weaknesses?

Interviewers want to understand what you excel at and where you need improvement.

How to answer: Pick a strength that is relevant to the role and a weakness that you’re actively working on.

Example: “One of my strengths is my ability to communicate effectively with customers and find quick solutions to their problems. My weakness is that I tend to overanalyze situations, but I’m actively working on improving my decision-making speed.”

6. How Do You Handle Work Pressure?

BPO environments can be fast-paced with high workloads.

How to answer: Share techniques you use to manage stress and stay productive.

Example: “I stay calm under pressure by prioritizing tasks and focusing on solutions rather than problems. I also take short breaks to refresh my mind and ensure my performance stays high.”

7. What Do You Know About Wipro?

This is your chance to show that you’ve done your research.

How to answer: Mention key facts about Wipro, such as its global presence, services, and achievements.

Example: “Wipro is one of the leading IT and consulting services companies. It operates globally and offers services in IT, BPO, and business consulting. I admire its commitment to innovation and customer satisfaction.”

8. How Would You Handle a High Call Volume?

Efficiency is key in a BPO job as call volumes can be high.

How to answer: Show that you’re capable of managing multiple tasks while maintaining quality service.

Example: “I would stay focused and handle each call efficiently without compromising quality. I would also take clear notes to avoid repeat calls and ensure quick resolution.”

9. Where Do You See Yourself in Five Years?

Companies prefer candidates with long-term career goals.

How to answer: Align your answer with career growth within the company.

Example: “I see myself growing within Wipro, taking on leadership roles and mentoring new employees. I want to develop my skills further and contribute to the success of the company.”

10. Do You Have Any Questions for Us?

Always have a question ready. It shows enthusiasm and interest.

How to answer: Ask about career growth, training, or company culture.

Example: “What does the typical career path look like for this role at Wipro? Are there opportunities for advancement?”