



# IVR Flow

India · 22 hours ago · 11 applicants

 Remote · Full-time

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-  Am I a good fit for this job?
-  How can I best position myself for this role? 

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## About the job

**Shift Timings: 05.30 PM to 02.30 PM**  
**Remote : WFH: Gandhinagar , Infocity**  
**Experience : 2 to 4 years**

### Company Details:

Sharing a snippet about Etech Technology Solutions (ETS) - a service unit of *Etech Global Services*, for you to know us better.

Etech is based in Texas with eight other centers around the globe and 3500+ employees. ETS has a team of 200+ developers with diverse experience in technology stacks, business analysts, sales professionals, quality analysts, business development executives, project managers, helpdesk executives, and support executives. ETS has modelled various SaaS-based solutions and follows agile methodologies in enhancing them. Integrity, accountability, adaptability, and creativity are some of the core values of Etech; our team always has a better, fast, and distinctive solution to client problems that align with their business objectives.

[Click here to read more about Etech Technology Solutions, its clientele, expertise, and engagement with Medallia.](#)

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Read more about Etech at: <https://etechgs.com/> and our Technology Unit – ETS at: <https://www.etechnologiesolutions.com/>

#### What You Will Be Doing:

- Develop, execute, and manage comprehensive test plans to ensure the optimal functionality of IVR systems.
- Analyze IVR call flows, scripts, and user interactions to identify errors, discrepancies, and areas for improvement.
- Collaborate with technical teams to ensure seamless integration and performance of IVR systems with other business-critical platforms.
- Monitor and assess inbound and outbound campaigns for quality, accuracy, and compliance with relevant regulations (e.g., TCPA, GDPR).
- Conduct detailed audits on campaign workflows, scripts, reporting, and overall customer engagement.
- Provide actionable feedback to improve campaign performance, including voice quality, response accuracy, and overall customer satisfaction.
- Test CRM workflows, data entry processes, and customer interaction points to ensure consistency, accuracy, and compliance.
- Perform regular audits on CRM data to ensure data integrity and proactively identify and correct issues. Collaborate with CRM administrators and stakeholders to align testing with business objectives and enhance data quality.
- Create and maintain detailed documentation for all test cases, test results, issues, and resolutions.
  
- Develop comprehensive QA documentation, including test plans, test scripts, and user guides, for internal and external reference.
- Generate and report QA metrics, trends, and key findings to management, contributing to continuous improvement initiatives.
- Collaborate with development, operations, and customer service teams to address QA issues and implement improvements.
- Communicate effectively with cross-functional teams to align on project requirements, timelines, and deliverables.
- Participate in cross-departmental meetings to stay updated on new developments and integrate changes into QA practices.

## What We Expect You To Have:

- Bachelor's degree in Computer Science, Information Technology, Business, or a related field.
- Minimum 3+ years of experience in Quality Assurance, with a focus on IVR systems, inbound/outbound campaigns, and CRM systems.
- Proven experience in QA methodologies, including both manual and automated testing.
- Strong understanding of call center operations and best practices for IVR, CRM, and campaign management.
- In-depth knowledge of IVR platforms and CRM systems (e.g., Salesforce, HubSpot).
- Familiarity with QA tools such as Selenium, Cyara, or OpenVox is preferred.
- Strong analytical and problem-solving skills with attention to detail.
- Ability to prioritize tasks and manage multiple projects in a fast-paced, dynamic environment.
- Excellent written and verbal communication skills.
- Strong collaboration and interpersonal skills to work effectively with technical and non-technical teams.