

## **ABSTRACT**

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### **FLOW HANDLING HANDLING OF PARTNER CONSTRAINTS THROUGH CHANEL CALL CENTER AND THROUGH EMAIL IN APPS AND RESOLUTION OF PARTNER CONSTRAINTS FROM THE SECOND LAYER**

*While carrying out the professional work of PT CONCENTRIX INDONESIA, the practitioner works under the supervision and guidance of the Team Leader. In professional work, practitioners have the opportunity to participate and be directly involved in customer service work at PT CONCENTRIX INDONESIA, namely handling partner constraints and flow handling in accordance with company SOPs, namely handling partner constraints through the call center and email in apps as well as solving partner problems by the Second layer team (L2)*

**Keywords:** *call center, email in apps, partner problem solving by the L2 team*