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Confessions Of A Call Centre

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This is an un-put-down-able, perceptive, witty & observant account of the horrors of Call centre work, the 21st century equivalent of the industrial work-house. As an ex Comprehensive teacher, Izzy's book provoked a great deal of empathy from myself, as she managed obnoxious customers with patience and forced charm.

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Confessions of a Call Centre Worker by Isabelle Winter
Confessions of a Call Centre Agent. Posted on Mar 8, 2018. When it comes to a bad phone experience, everyone has a story to tell. As a customer, you mainly pick up the phone when you have a problem. You don ' t want to be told your call is important, stay on the line – or even worse, we ' re experiencing a lot of calls right now which leaves ...

Confessions of a Call Centre Agent | Natterbox

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Confessions of a call-centre scammer. By. Carlos Christian. -. March 8, 2020. This week, the BBC revealed fraudsters at the workplace in an Indian phone call centre, taped by a lobbyist that hacked right into the firm ' s safety video cameras. Staff were seen poking fun at their sufferers in the United States and also the UK.

Confessions of a call-centre scammer | The Union Journal
Confessions of a call-centre scammer. ... The group of young men I've come to talk to all have one thing in common - they've worked in India's scam call-centre industry.

Confessions of a call-centre scammer - BBC News
This is an un-put-down-able, perceptive, witty & observant account of the horrors of Call centre work, the 21st century equivalent of the industrial work-house. As an ex Comprehensive teacher, Izzy's book provoked a great deal of empathy from myself, as she managed obnoxious customers with patience and forced charm.

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It is still morning, always a delicate time for me, when Gobby rings up a call centre. I know this because he puts it on speaker. I soon learn it is experiencing an unusually high number of calls right now and Gobby might like to try its internet site www.somethingorother.com. Gobby just leaves it on speaker while he gets on with another task.

Confessions of a benefits manager: Candid experiences a ...
Confessions of a Contact Centre Agent – the results. To make the voice of agents everywhere heard and to inject a little humour into what is sometimes a very stressful job, Interactive Intelligence launched a contest inviting contact centre agents to submit their most outrageous customer interaction stories.

Confessions of a Contact Centre Agent – the results
During the Call & Contact Centre Expo in London we invited visitors to confess their calls in our Natterbox. This could be as a call centre agent or on the receiving end of a call. Very interesting viewing, providing us with a clear insight into how customers feel about their suppliers and how agents feel about the lack of technology to support them in their roles.

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Confessions of a Call Centre Agent | Natterbox

Re: Confessions of a Call Centre Scammer. « Reply #3 on: Mar 08, 2020, 01:34:16 PM » I don't care who anyone says they are, if I don't know them or not expecting a call the phone will go down.

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