

The Phone Phunnies™

December 2001

www.phonephunnies.com



Photo: Ameritech

Hello room service, send up 17 barbers right away?

Send in your caption for the above picture! Log on to www.phonephunnies.com and send in your caption for the December 2001 issue.

"B6, G4"

Terry sent in this caption for November! Who knows, maybe in 1932, when the phones weren't ringing, the frontline played BINGO?



"phunny" mail:

[Here's a] recommendation; add more "sales" calls. They have their own type of funniness about them! Good Job and looking forward to more!

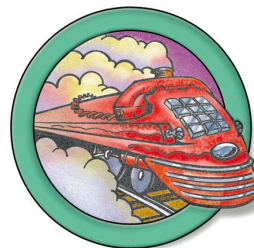
Paul Ledesma

Editorial reply: O.K. Send them in!

This was good. Nice and refreshing. Maybe you can (in future issues) touch on all types of phone centers (billing, sales, incoming first level, etc.).

Colleen McGowan

Manager, Customer Relationship Center
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NEW CALL CENTER "PHUNNIES"

JUST WEIRD!

I had a customer call me and ask how to cook a turkey. Why is this weird? Well, I work for the electric company.

IT'S NOT A TOUCH SCREEN, IT'S A KEYBOARD!

Tech Support: Let's restart the computer and when the computer starts booting up, we'll press F2 to enter the BIOS Setup.

Customer: OK.

Tech Support: I hear it restarting, so press F2.

Customer: OK, I am... It's not letting me in the BIOS.

Tech Support: That's OK, we'll try again. Let's restart it and press F2 again.

Customer: OK.

Tech Support: Is it restarting?

Customer: Yes. I keep touching the F2 characters on the monitor, but nothing happens...

Tech Support: Well, that's because you need to press the F2 key on the keyboard, you see?

GOOD EVENING, THIS IS BUFFY?

I work in a 24 by 7 call center and have the 11 pm to 7 am cycle. We get some pretty interesting calls during this shift, but the one that stands out most came from a guy who thanked me over and over for being open overnight. Seems he wasn't able to call during the day. "You see, I'm a vampire," he said. I didn't have a clue what to say other than "I'm glad we can be here for you when you need us." What else could I say? After I helped him with his question, I thanked him for calling and yes, I said it, "Have a nice night."

Source: Readers of The Phone Phunnies

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