

The Phone Phunnies™

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www.phonephunnies.com



In those days supervisors still used whips to manage the front line.

Photo: Ameritech

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



Thad sent in this caption for October! Log on to www.phonephunnies.com and send in your caption.

"No, I'm sorry, but I do NOT have a push button phone!"

"phunny" mail:

Thanks so much for the laughs! Sometimes our agents and I get to a point where we wonder if the calls can get any stranger. Then we refer to our

posted Phone Phunnies and realize they can. It helps ease the tension. Keep 'em coming!

*Robert Andersen
Team Leader, Inquiry Center
Haworth Inc.*



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NEW CALL CENTER "PHUNNIES"

WWJD? (What would Judy do?)

Judy, a sales representative having trouble opening email attachments called for help. After being instructed to minimize her 15 open windows, she finally navigated to the "desktop." She was asked to double-left click on "My Computer." To that Judy said, "I don't think I should do that, this isn't even my computer."

WHERE ARE MY LITTLE PICTURES?

Caller: I can't find my little pictures (icons).

Tech Support: What pictures?

Caller: One is "my computer," another is like "network neighbor."

Tech Support: Do you have any windows open?

Caller: Yes.

Tech Support: Ok, we need to close those windows.

Caller: Oh, OK. (Everything is quiet for a few moments.)

Tech Support: Are you still there???

Caller: (After a few more moments) OK. I had to walk around the room and close the windows.... I still can't see my little pictures.

TALK ABOUT A WRONG DELIVERY...

This happened at a national shipping company call center: I received a call from an EXTREMELY irate man wanting to know about his package. I asked for his tracking number, and he gave me a 10 digit number, two digits less than our 12 digit code. I verified this with him, and he said his code was correct. Then I checked for an outstanding pick-up at his address. Nothing. This caller was ANGRY. I had to tell him there was no record of a shipment or pick-up. He yelled, "Well, my FedEx "Powership" program says you have it!!!"

I asked, "Are you aware you called UPS?"

Source: Readers of The Phone Phunnies

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The Phone Phunnies™ is dedicated to all the frontline warriors in call centers, contact centers, consumer affairs, tech support, and help desks. It is an active forum to help put a smile in your heart and on your face. It is made possible by PHONE PRO, Leaders in Telephone Skills Training. Call 1-800-888-4893 for more information or log on to www.phonepro.com.