

The Phone



Phunnies™

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"And if you're not 100% completely satisfied with our product, remember that a little disappointment is good for building character."

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And now from the something more serious files...

CALL CENTER CULTURE

"Call Centers are mainstream. You see call centers in TV commercials and on the cartoon pages of your daily newspaper. Both are great indicators that the call center is a "household word." So it's no surprise that call centers make the news as did Victoria's Secret recently, and it's no surprise that in a letter to its credit card holders, Dress Barn alerted its customers to a change in the location of their call center operations."

For complete article visit www.phonepro.org

"phunny" mail:

I think your phunnies make a very vivid point to the audience. They're great.

Elsa

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.

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NEW "PHUNNIES"

IWAKE UP AND SMELL THE COFFEE!

Working in the restaurant business you get some PHUNNY calls. The best one was: "On what days is your Sunday Brunch available?"

IS THIS THE PARTY TO WHOM I AM SPEAKING?

A rep recently told me of the following situation: A guy called our toll-free number from a pay phone. He asked to be transferred to another phone number which did not belong to our company. Apparently, he called us because the numbers 4 and 5 on the pay phone were not working. This is funny because our 800 number contains both a 4 and a 5.

WE'RE GETTING WARMER...

I work in a furnace manufacturing company sales office, where customers call to place orders. A customer requested a particular furnace model, and I told him "I'm sorry but our stock is depleted." The customer replied, "That's okay, I'd rather get furnaces without pleats anyway."

