

The Phone



Phunnies™

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Leaders in Telephone Skills Training
1-800-888-4893

NEW "PHUNNIES"

WHAT WILL THEY THINK OF NEXT?

An employee called our corporate help desk. He told me the coffee cup holder on his computer broke, and that he needed a new one. I was clueless as to what he was referring to. After a while I realized that he was talking about the CD tray. So I probed further, and he verified that a button on the front of the computer produces a "drink caddy" in the lower corner of his computer. He said, "You know, it's just like the one they put in automobiles." I said, "Not exactly...."

AND HERE'S ONE MORE...

HOLD THE CHEESE, PLEASE?

Teenage Caller: I wonder if you could help me.

Help Desk: What's the problem?

Caller: My dad bought me a computer last week, and I was taking out a CD when the phone rang. I was also eating pizza. With the CD drawer still open, I set the pizza on it, so I could pick up the phone.

Help Desk: (Cringing) What happened then?

Caller: Well, the CD drawer took the part of the pizza inside the computer! Now I can't get the drawer open. It's a really big mess. Can you help?

Help Desk: This is bad, very bad.

Caller: Well, I'm really hungry. Can you help me get the pizza out?

"OH, NO"

I provide customer support for a DVR (a DVD + VCR combo device).

Caller: I am not getting any sound from my DVR.

Rep: Ok ma'am, do you have the volume turned up on the DVR? (*The DVR has a volume control*)

Caller: Yes. It's turned up all the way and there is still no sound.

(We verified that the cables were connected properly to the TV, and they were.)

Rep: Do you have the volume on your TV turned up?

Caller: Oh, no. Is it supposed to be?

"BE KIND, just be kind."

Rep: ...How may I help you?

Caller: I have spent all week trying to rewind my DVD. How do you rewind it?

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"I hate to criticize, but you've only been employed here for two days and you're already three weeks behind in your work."

"Cartoon by Randy Glasbergen, used with special permission from the cartoonist. Unauthorized usage of any kind is prohibited and unlawful."

And now from the something more serious files...

Coaching / Part 5: WHAT IS COACH-able?

"It sometimes surprises us, again and again, how different each team member can be. Giving feedback would be simple if every staff member agreed with us and how we heard the call! It would be even simpler if every staff member was eager to get the feedback and act on it with speed and enthusiasm. But staff members are anything but alike, and each one has their own "Personal Approach Needs" just as we do when we are on the receiving end of feedback from someone else.

Have you ever reacted to feedback? Sure you have! "Who does she think she is to tell me that? ..."

For complete article visit www.phonepro.org

"phunny" mail:

These funnies are great!!
I'll share them with my CSR team!

Charlotte,
Service Manager

Very "Phunny."
Keep them coming!

Dick

One bad thing about your site is no warning about reading it while on the phone with a customer. I showed it to a co-worker while he was on a call, and he had to use mute because he started laughing so hard.

Bryan,
Tech Support

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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