



AND NOW FROM THE "SOMETHING MORE SERIOUS FILES:" COURTING THE CUSTOMER



"...Better technology alone is not always enough.

Imagine someone in a courting relationship buying a better pager, a fancier cell phone, a newer laptop, or an expensive PDA. Would this really make them more attractive? While these are certainly valuable technological tools, they often add only fluff and not real substance to the relationship..."

For complete article visit www.phonepro.org

The captions keep arriving for the December issue. Here are two more; one from Amy and another from Dale:

Ok sir, I understand you want to talk to a manager. Which one would you like?

Thank you for calling Bell Telephone. Press 1 for Alexander, 2 for Watson...



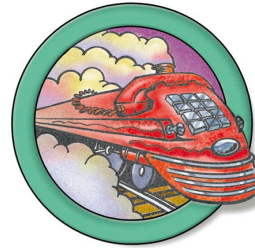
"phunny" mail:

The Phone Phunnies is a great find! This is one of the many e-mails I receive that is really worthwhile... Great messages for us in the call center environment. Thanks.

—C. Hodges

I'm the training manager at a call center in New England, and we most definitely relate to these stories! What a great find! Keep 'em coming.

—Sarah Eaton



made possible by:

PHONE PRO™
Leaders in Telephone Skills Training
1-800-888-4893

NEW "PHUNNIES"

A GREAT PLACE TO WORK!

One late Friday afternoon our office discussion centered on an upcoming party. Instead of answering a phone call with our standard greeting, "State Power," I answered "State Party." Thank goodness the person on the other end enjoyed it! He responded, "All right!"

"A" AS IN AARF, "B" AS IN BOW-WOW . . .

While taking an application for service over the phone, I asked a customer for his middle initial. Since letters are sometimes hard to interpret over the telephone, I asked for a clarification and said: "Is that 'D' as in dog?" He laughed and asked if I was calling him a dog.

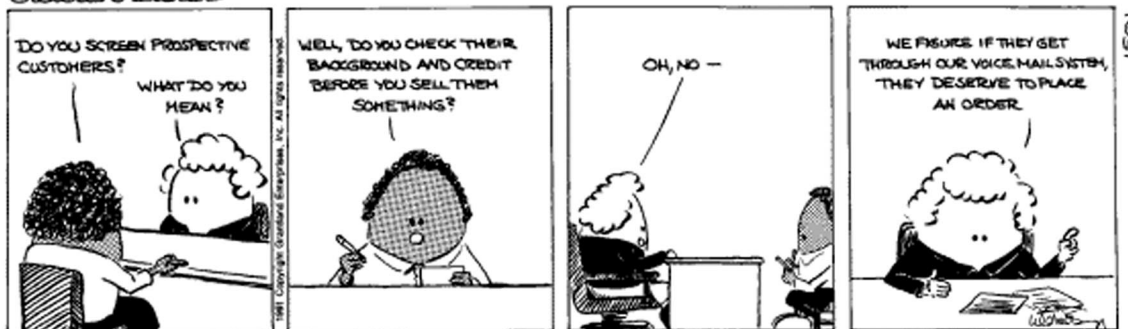
PAGING DOCTOR BOMBAY, PAGING DOCTOR BOMBAY!

Actual names from a pharmaceutical company database. Imagine taking phone calls from the following doctors:

- Dr. Stiff
- Dr. Quack
- Dr. Doody
- Dr. Swindle
- Dr. Decay
- Dr. Sniffen
- Dr. Hitchcock
- Dr. Frank Sinatra
- Dr. Rick James
- Dr. Flash Gordon

We'll leave it up to you to figure out their specialties!

GRANTLAND®



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 logon to www.phonepro.com.