

The Phone



Phunnies™

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www.phonepro.com www.phonephunnies.com

**"That line is busy.
I think."**

Our readers enjoy sending in their own captions for vintage "phunnies," and we're providing another opportunity. Above is our caption to the picture we found on the National Geographic web site.

**Do you have a caption
for the above image?**

Submit it at www.phonephunnies.com



Source: National Geographic Society, © 2001 National Geographic Society. All rights reserved.

And now from the something more serious files...

Call Center Rep Coaching / part2:

SO JUST WHAT IS COACHABLE?

If I asked you to give me a list of qualities that an ideal rep would possess, in no time flat you'd describe a super rep able to please customers and management with equal finesse.... "I like a rep to be warm and friendly." Someone else says, "Forget the warm and friendly jazz, just give me the answer." The next person chimes in and offers "I think reps need to sound professional on the phone," to which someone comments "what do you mean by professional - my accountant is a professional but he has zero people skills. Heaven forbid he'd be on the phone with our customers!" When we get down to brass tacks, calling out specific actions and behaviors is hard work and full of our preferences and biases....

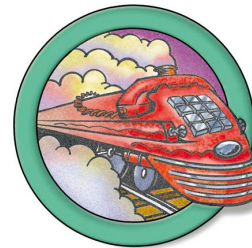
For complete article visit www.phonepro.org

"phunny" mail:

I have been receiving your emails for sometime, but usually ignore or delete them. This was the first time I actually took the time to read your articles. And my only comment is. I LOVE

THEM!!!! I'll never ignore your email again! What a great way to break up the day with something fun to read that relates to your environment!

— Fran



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NEW "PHUNNIES"

BLESS YOU AND YOU AND WHO?

I work in a customer service call center for a large insurance company. One time I had to transfer a call because I was unable to answer a customer's question. I decided to stay on the line and listen to the conversation so I could field a similar question if I were asked again. While listening to the conversation, my nose started to tickle and then it happened: My thundering sneeze exploded with ferocity. I was sure I had muted the episode, until I heard the customer and the agent send simultaneous "bless yous!" I quickly disconnected from the call.

THIS FALLS UNDER THE CATEGORY OF ONE RINGY-DINGY?

I work in an Ohio insurance company. I recently received this call from a customer.

Caller: When will my medical bills be paid?

Rep: May I have your claim number please?

Caller: I don't remember it. Do you really need one?

Rep: Let's see if we can work around this. Do you know your Social Security Number?

Caller: It's XXX-YY-ZZZZ.

Rep: I don't seem to be finding your account. May I try by your name?

Caller: I'm not really comfortable giving you my name.

Rep: All right. Can you tell me the name of your employer and where you were injured?

Caller: My employer is ACME Trucking, and I was hurt in California.

Rep: I don't seem to be finding your company in Ohio.

Caller: No, they are located in California.

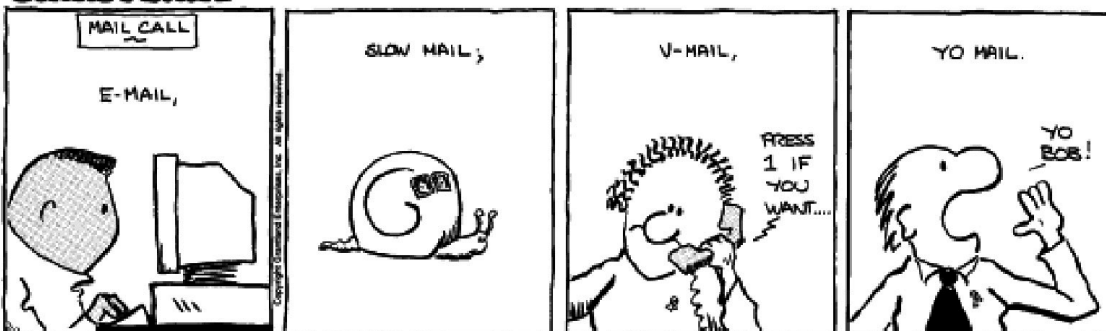
Rep: Do you have a claim in Ohio?

Caller: No, it's in California but you are the only insurance company with an 800 number.

CALL THE RESCUE SQUAD!

My neighbor works in the operations department in the central office of a large bank. Employees in the field call him when they have problems with their computers. One night he got a call from a woman in one of the bank branches who had this question: "I've got smoke coming from the back of my terminal. Do you guys have a fire downtown?"

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.