

The Phone



Phunnies™

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

NEW "PHUNNIES"

A "NOT SO FRESH" MOMENT!

I work for an automotive manufacturer and on my very first day working the frontline a dealer called. I was suppose to ask for his "P N A" (dealer code), but instead I asked for his "P M S" number. His response, "Oh, you may want to speak with my wife about that." It was quite embarrassing.

TAKING CARE OF BUSINESS.

I work in tech support for a software company. I spoke to a kind gentleman for quite some time and couldn't resolve his issue. I told him I needed to research and would call him back. He gave me his cell phone number, and I called him back a few minutes later. During this call he seemed a little more timid. I gave him a few ways to resolve his problem. He said thank you and evidently removed the phone from his ear before he hung up, because as he was hanging up, I heard the loud gargle of a flushing toilet.

WE'RE NOT MIRACLE WORKERS...

A service-request ticket was placed by our call center and assigned to my team. Our administrator assigned it to me with this question: "How the heck do we fix THIS one?" I read the ticket expecting to find a phone issue. Instead I found the following message: "User called to say he is dead. Need to fix ASAP." After wiping away tears of laughter, we closed the ticket with the following note: "As much as we appreciate the high regard, we are not doctors nor God and hence are unable to fix or resurrect a dead end-user. Suggest ticket be reassigned to the county coroner's office for further investigation."

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**"This call may be monitored
because our receptionist
is a snoop and a gossip."**

"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...

HIRING CALL CENTER PROFESSIONALS

"Don't hold face-to-face interviews for a telephone position unless they first qualify by sound and voice-tone. Phone-presence is the first cut. "Is that discrimination?" A reporter asked. My jaw dropped. When is something discrimination, and when is it an essential tool for the job? Consider these questions: Do you want your surgeon to have steady hands? Do you think members of the Olympic synchronized swim team can't swim? ... "

For complete article visit www.phonepro.org

"phunny" mail:

Hello! As a Team Leader in a large call centre (yes we spell it that way in Australia) let me tell you that your anecdotes provide a morale boost to my team members. Thank you!

Lindsay

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.