

The Phone



Phunnies™

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www.phonepro.com www.phonephunnies.com

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"At this time, we'd like to remind you to eat and drink at regular intervals. Thank you for continuing to hold."

"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 6:

WHAT IS COACH-able?

"What good are standards if some see them as suggestions? Do you have team standards or call center standards? And if a decision is to be made on a standard and how it should be done, just exactly who decides?"

This is a common scenario and the first realization to grasp is that your customer is not getting consistent service from your staff. Creating loyal customers is much more difficult when the customer doesn't know what sort of service to expect...."

For complete article visit www.phonepro.org

"phunny" mail:

Priceless!!!

The Phone Phunnies team should receive a Good Samaritan award for helping those of us in need of a good chuckle....

—Cherise

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"

THIS ONE KICKED THE BUCKET

I work for a wireless phone company and received a call from an irate lady who could not understand why she would be billed for "airtime." I told her it's because she exceeded the minutes in her plan, also known as her "bucket," and after that she is charged by the minute. She was still irate. Finally, I asked why she thought she should not be charged for airtime. Her reply, "I wasn't even on an airplane last month!"

SHOULD SHE HAVE CALLED 9-1-1?

I work for an electric company. A woman once called to ask if we could turn off the power to her house because she was now at work and realized she left her curling iron on.

ARE WE COMMUNICATING? From The Darwin Awards

A man spoke frantically into the phone, "My wife is pregnant and her contractions are only two minutes apart!" "Is this her first child?" the doctor asked. "No!" the man shouted, "This is her husband!"

IT'S "SEW" SIMPLE...

An exasperated woman called a tech support help desk saying she couldn't turn on her new computer. After ensuring the computer was plugged in, the technician asked her what happened when she pushed the power button. Her response, "I pushed it over and over again and nothing happens." After a brief interrogation, I discovered she thought the mouse was a "foot pedal" similar to the one she used to power her sewing machine..

PRINTERS THAT PLAY HIDE AND SEEK?

A confused caller was having trouble printing documents. He told the technician the computer said it "couldn't find the printer." So he turned the computer's monitor to face the printer and the computer still said it "couldn't find the printer."

NO. 1 FOR TECH SUPPORT

Tech Support: O.K. Bob, it's time to press the "control" and "escape" keys at the same time.

Caller: Done.

Tech Support: Now type the letter "P" to bring up the "program manager."

Caller: I don't have a "P."

Tech Support: On your keyboard?

Caller: What do you mean?

Tech Support: "P" on your keyboard?

Caller: I'm not going to do that!!!