



Confessions of a Call Centre Worker (Paperback)

By Izabelle Winter

Createspace Independent Publishing Platform, 2017. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. Have you ever wondered what it's like to work in a call centre? Imagine speaking to members of the public fifty or more times every day, always having to be courteous and professional regardless of what they say to you. Could you keep your cool while talking to all levels of stupid? Would you be able to wear a headset all day without wanting to throw it out of the window? All calls are recorded, analysed and timed to the second. Average handling time (AHT) is discussed as if it's the very meaning of life and managers are always coming up with new ways to shave milliseconds from each call. Is it acceptable to only have a total eight minutes a day for visits to the toilet or coffee machine? Imagine not being allowed to hang up on someone who is screaming abuse down the line at you. Welcome to the Call Centre. Izabelle worked in call centres for many years; from insurance to home shopping, from selling advertising to discussing loans. Finally in the early hours one morning,...

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