

Cohere - Tales of the Call Center Subreddit Report

Disclaimer

The following report was generated completely using the OpenAI GPT 3.5 Turbo API through a series of summarization steps. It is important to note that one of the common risks associated with abstractive summarization is hallucination, which is the introduction of content not completely relevant to the source text. Abstractive summarization is not perfect and while there are methods to check the accuracy of an abstractive summary, it is not a guarantee of accuracy. The intent of this report is to consolidate the submissions to a subreddit over an extended period of time and group those submissions into categories identified using NLP analysis techniques. Should some of the topics be of interest, then a further review of the original subreddit posts is recommended. Stephen Drew, 2 April 2023.

Introduction

The Tales from Call Centers (TFCC) subreddit is a popular online platform for people to share their personal experiences working in call centers. Since its inception in 2012, the subreddit has grown exponentially, with thousands of stories, comments, and discussions being posted regularly. One of the key features of the TFCC subreddit is its ability to provide a space for call center workers to share their perspectives, grievances, and challenges working in the service industry.

The subreddit is particularly popular due to the relatability of the stories shared. Those who have worked in call centers can empathize with the shared experiences, often humorous or frustrating, while outsiders gain a glimpse into what it's like to work as a customer service representative. This subreddit has become a hub for workers to support one another, vent grievances, and provide insight into the inner workings of this industry. It also serves as a space for customers to learn what it can be like for the people on the other end of the line. The theme of TFCC is rooted in giving a voice to those working in call centers, and the experiences shared often touch on themes ranging from customer service issues, amusing anecdotes, frustration with company policies, dealing with difficult customers, and insights into corporate culture. Additionally, the subreddit serves to highlight the often undervalued and underappreciated nature of customer service work, which is often overlooked in the public dialogue.

Overall, the Tales from Call Centers (TFCC) subreddit is a testament to the power of online communities as a platform for people to share their experiences and perspectives. Its popularity is a testament to the universality of the experiences shared by call center workers, and the need for a platform to voice these experiences. The importance of this subreddit lies in the community it creates for those working in call centers, whether it be for support, advice or simply a place to commiserate. In this way, the TFCC subreddit serves as a platform for workers to challenge systemic issues in the industry, to push for greater respect and appreciation for those doing this vital and complex work.

A total of 17,116 subreddit submissions and 76,842 associated comments were extracted for the period of 2012-08-16 through 2022-12-31 from the Tales from Call Centers (TFCC) subreddit (<https://www.reddit.com/r/talesfromcallcenters/>). Of the total submissions and comments, 13,813 submissions and 76,842 comments were retained after cleanup (short text, null value removal). The following sections summarize each of the top 20 topics identified through topic modeling using the BERTopic library. The sections are formatted as follows: 1) Topic number plus the BERTopic description 2) Themes identified from OpenAI 3) Sentiment analysis results (note that while all sentiment scores are negative, the comments sentiment are generally

more positive than the submissions sentiment) 4) Summaries of Submissions (each paragraph represents between 25 - 50 original submissions that have been summarized twice using abstractive summarization) and 5) Summary of comments (a brief summarization of the top 100 comments related to the topic).

Topic Number 1: 0_like_help_name_say

Topic Introduction

Call centers are the pits of the service industry. The pay is low, the hours are long, and the customers are, well, customers. But sometimes, customers can be so ridiculous that they make your day. Here are some of the funniest stories from call center workers.

Themes

professionalism, verbal conflict people-pleasing confrontation assertiveness	Call center Call centers Work Customer service	Call centre work angry, annoyed, frustrated
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1612165	0.8387835	0.1961442	0.8038558

Summaries of Submissions

- **professionalism, verbal conflict.** I work in a call center. Yesterday, I had a caller who was extremely irate. He called back 5 minutes later, and then 5 minutes later again. On the third call, he threatened to go to the CEO and get me fired. They pulled the calls, and heard what he said. He had the wrong number the entire time. Me: Can I get your full address please? Caller: [says p.o. box]. Me: I need your home address please. Caller: [repeats p.o. box]. Me: Mam I need your home address. Caller: [repeats p.o. box again indignantly]. God didn't you hear me the first two times. Caller: [realizes how ridiculous she sounds] Oh my god I can't believe I just said that three times. You must think I'm an idiot.
- **Call center.** I worked in a call center for a new online bank. A man called in to sort out something on his bank account. I fixed it for him no problem. Then, he asked if he could do the same thing on his wife's account. The man was frustrated, but eventually gave in. I started to sign off, happy to get to lunch on time, when suddenly, I was interrupted... A customer called at almost midnight, obviously drunk, and irate about the fact that his golden oldies movie channel was saying he was not subscribed.
- **Call centre work.** Call centre workers have been sharing their most bizarre experiences on Reddit. One user, who works in technical support, was asked by a caller whether she was wearing anything big stud. Another said he was mistaken for a man over the phone. A woman working at a call centre was asked for her number by a stranger who knew her location.
- **people-pleasing confrontation assertiveness.** I'm a people pleaser. I don't like being confrontational. I said I'm trying to help you, please do not speak to me like that and he actually stopped and apologized. I think he felt bad because he ended up hanging up a few seconds later. I'm proud of myself.

- **Call centers Work Customer service.** Call centers are the pits of the service industry. The pay is low, the hours are long, and the customers are, well, customers. But sometimes, customers can be so ridiculous that they make your day. Here are some of the funniest stories from call center workers.
- **angry, annoyed, frustrated.** I'm not a fan of customer service. I'm not a fan of sales. I'm not a fan of people. I'm not a fan of being yelled at. I'm not a fan of being interrupted. I'm not a fan of being told to speak up. I'm not a fan of being told I'm not speaking loud enough. I'm not a fan of being told what to do. I'm not a fan of being told I'm not doing something right. I'm not a fan of being told I'm wrong. I'm not a fan of being told I'm right. I'm not a fan of being told I'm wrong. I'm not a fan of being told I'm right. I'm not a fan of being told I'm wrong. I'm not a fan of being told I'm right. I'm not a fan of being told I'm wrong. I'm not a fan of being told I'm right. I'm not a fan of being told I'm wrong. I'm not a fan of being told I'm right. I'm not a fan of being told I'm wrong. I'm not a fan of being told I'm right.

Summary of comments

I work in a call center. I got a call from a very angry customer. He was screaming at me for about 5 minutes straight. I calmly tried to help him. He then started to swear at me. I politely asked him to stop. He did not. I then told him that I would have to hang up on him. He then said he would call back when he was ready to talk to me like a civilized person. I hope he does.

Topic Number 2: 1_card_bank_credit_fraud

Topic Introduction

A customer wanted a replacement card as the one he had was due to expire in a few weeks. I couldn't reissue the card unless it was lost, stolen or damaged. The customer eventually admitted that the card was in fact damaged. A former bank customer service representative (CSR) on Reddit shared a story about a couple who were on their honeymoon and couldn't use their credit card.

Themes

Customer service stories	Customer service stories	Customer service	Fraud
Customers, complaints, errors	Customers, Employment	theme of this text [1,3]	customer complaints

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1139832	0.8860168	0.1481131	0.8518869

Summaries of Submissions

- **Customer service stories Customer service stories.** A customer wanted a replacement card as the one he had was due to expire in a few weeks. I couldn't reissue the card unless it was lost, stolen or damaged. The customer eventually admitted that the card was in fact damaged. A former bank

customer service representative (CSR) on Reddit shared a story about a couple who were on their honeymoon and couldn't use their credit card. When the CSR looked into the issue, she discovered the husband had unpaid child support. The wife was unaware of the lien and was not listed on the account. The husband was enraged and began yelling at the CSR. The husband became quiet.

- **Customer service Customer service.** A collection of funny, sad, and just plain WTF moments from people who work in customer service. From banks to credit card companies to government offices, these workers have heard it all. And they're sharing their stories.
- **Fraud.** A woman called today who was a new customer credit card opened only two weeks ago. She immediately tried to make a purchase for a few thousand dollars. She gets declined because it's high risk and she has no spending history. Someone calls, is super fishy (marker suspicious caller) and can't pass basic security. Today she calls me to ask why she's getting declined. It was her husband that called in not her. Don't lie, we can smell bullshit a mile away.
- **Customers, complaints, errors.** A customer calls in because her debit card has been closed due to fraud. I explain that once a card is closed it cannot be reopened. She threatens to sue us for child support after the baby is born. A call centre worker has shared the ridiculous exchange he had with a customer who was having trouble accessing her monthly statement. The customer became increasingly irate and demanded to speak to the call centre worker's supervisor. A former banker has shared a hilarious call he had with a customer who was confused about her bank balance. The woman called the bank believing she had been the victim of fraud. However, after going through the transactions the banker discovered the woman had spent almost all of the money she had received from a settlement. The woman became increasingly angry as the banker explained the charges. She refused to listen to reason and the banker was forced to end the call.
- **Customers, Employment.** I work in a call centre. This means that we can no longer take card payments over the phone as the customer has to type in their card details. Today I spoke to an accountant who was furious that I could not take his card payment over the phone. He was also angry that I could not put him through to a manager as he is an accountant and knows what is acceptable.
- **theme of this text [1,3] customer complaints.** I work in a call center. Me and a coworker of mine have had this recent trend of people calling in and saying "why am i behind? i cancelled the card!" and you go back and check, because hey, maybe something went funky. turns out, they cancelled the card while carrying a huge balance. I'd get it if their complaint was "why is my balance still going up", but it's always "how am i behind, i cancelled the card".

Summary of comments

I had a mother call me one time to request we send her 20 yr old daughters medical bills in her name not daughters name because she pays all her daughters bills since shes in school. I told her per HIPAA that is not possible because the daughter is a legal adult and once a person turns 18 they are liable for all their finances. Mom LOST it. Told me I sounded stupid and ridiculous. No matter how I spun it she wouldnt budge and asked for a supervisor. Supervisor told her the same things and went round and round with her for an hour! She called back two hours later and the coworker behind me got her and was dealing with her for an hour and transferred to a supervisor. That supervisor shut her down real quick and told point blank per HIPAA it wasnt going to happen and pulled up HIPAA law and read it to her. Mom still wasnt happy.

Topic Number 3: 2_delivery_shipping_store_email

Topic Introduction

A customer service rep has shared the racist abuse she received from a customer on the job. The customer service rep, who has not been named, was trying to help a customer who had not received their order. After

asking the customer to hold while she checked with her supervisor, the customer became abusive, using racist language. The customer service rep then disconnected the call and flagged the account for fraud. The incident has caused a Twitter storm, with many people expressing their support for the customer service rep and condemning the customer's racist language.

Themes

Customer service, racism Call center Escalation	customer service, retail Call centers humorous stories	Delivery issues Technology; customer service
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1222772	0.8777228	0.1633024	0.8366976

Summaries of Submissions

- **Customer service, racism.** A customer service rep has shared the racist abuse she received from a customer on the job. The customer service rep, who has not been named, was trying to help a customer who had not received their order. After asking the customer to hold while she checked with her supervisor, the customer became abusive, using racist language. The customer service rep then disconnected the call and flagged the account for fraud. The incident has caused a Twitter storm, with many people expressing their support for the customer service rep and condemning the customer's racist language.
- **customer service, retail.** I work in customer service. I deal with angry people all the time. I used to work in a call center for a cosmetics company. There was one customer who would call up every so often and say she was interested in placing an order. I'd ask her what she would like, and she'd say, "I'm not sure, tell me what you have!" She'd inevitably end up spending several hundred dollars on a variety of products, none of which she had decided on in advance of calling. I often wondered why she preferred having everything pitched to her like that rather than browsing our online catalogue at her own pace before calling to place her order, but it sure beat getting yelled at by Susan from Louisiana who ordered bath melts in July with ground shipping and thought they'd arrive in solid form, so I never complained.
- **Delivery issues.** We have a repeat customer who is known for being a special snowflake (referred to as ss from this point). His newest order has just been posted, and he just has one request for his order. He wants his order to be delivered to his old address. He didn't tell anyone he moved. He then wondered why he hadn't received anything for a while.
- **Call center Escalation.** I worked at a call center that got contracts from various large companies to work as their customer service for them. I was working for the Kraft-Heinz contract as an escalation agent. My job was to handle very sensitive issues and assist the customer in the best way I could so we didn't get sued.
- **Call centers humorous stories.** Call centers are the bane of many people's existence. But they're also a place of work for many people. And sometimes, the people who call in are just as ridiculous as the people who work there. These are some of the funniest call center stories.

- **Technology; customer service.** I worked in a call center in the late 90s. Customer calls up and places an order. We go through billing address, shipping address, get to the credit card and all of a sudden I'm hearing the customer pushing buttons on their phone. I wait for it to stop, and say 'ms customer, sorry, we had some interference on the phone, I'll take the credit card number now'. More beeping. Finally it clicks. 'Miss, are you trying to enter the card info from the handset?' 'Yes, are you not getting it?' 'No ma'am, we have no capability to do that'.

Summary of comments

OP is a salesperson who sold a TV to a customer. The customer is upset because the TV is now more expensive than what he agreed to pay. He is also upset that OP won't give him a better deal. OP is frustrated because he can't give the customer a better deal and the customer is being unreasonable.

Topic Number 4: 3_insurance_car_claims_coverage

Topic Introduction

A woman called to remove her husband from her car insurance policy. Her husband had made her angry by cheating on her, so she wanted him to be uninsured. The call centre agent waived her admin fees. Meagan, the insurance agent, needs Karen's daughter to give her permission to talk to her. Karen doesn't understand why and becomes angry.

Themes

Anger, conflict	insurance	insurance, claim, survey
Customer service Work	Insurance, privacy	Insurance
customer_service	Anger, conflict	insurance

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1034658	0.8965342	0.1179699	0.8820301

Summaries of Submissions

- **Anger, conflict.** A woman called to remove her husband from her car insurance policy. Her husband had made her angry by cheating on her, so she wanted him to be uninsured. The call centre agent waived her admin fees. Meagan, the insurance agent, needs Karen's daughter to give her permission to talk to her. Karen doesn't understand why and becomes angry.
- **insurance.** A woman called her insurance company to change her coverage. During the call, her dog barked. The insurance agent asked what breed the dog was, and the woman replied that it was a pit bull. The agent then explained that the woman's policy had to be cancelled because of the breed.
- **insurance, claim, survey.** I'm an insurance agent. During my call center career I was second-tier customer support for an insurance company. The story goes that a policyholder called to make a claim. She hadn't taken out a courtesy car on her policy, so she was stranded. My manager discussed it with

me and put on her fake positivity: well the good news is, I called her to follow up and we were able to schedule a wire transfer to her immediately! The bad news is, she left you a bad survey :(Like okay? I really [...] The Raptor's car door was hit by another car. He's screaming because he doesn't want to pay the deductible. Even though he was inside the Waffle House when the accident happened, he has to pay the deductible.

- **Customer service Work.** I work in an insurance call center. Today I took a call from a guy who was calling in to file a claim because he had damage to a part that had been previously replaced from an accident two years ago. He started off demanding and insistent. I wasn't even past the first page trying to get a clear idea of what was happening (dude just kept repeating information that was not what I needed, and wasn't contributing to the call) before he went full entitled twit. He was yelling at me that he was going to sue the company if we tried to make him pay for a collision. adamantium?) but he needed it fixed today and was going to tell the shop to fix the part, but he would not pay anything.
- **Insurance, privacy.** I work for an auto insurance company and we are not allowed to give out information about other people's policies to people not listed with specified permission (unless dealer, lien holder, etc, cop). here is a convo I had yesterday. Caller: Thank you for calling XYZ this is me. Am I speaking with policy holder? Me: No this is her mother. She asked me to check on her policy. I want to know if she has the right coverage. That's none of your business. Anyways I set up this policy for policy holder and she wanted to make sure I got the right coverages for her car. Me: Ok thank you for helping her with the insurance but since you're not listed on the policy, I can't give out that information to you. I have to protect her privacy.
- **Insurance.** I work in an insurance call center. We get calls from people who were in accidents. One of our insured members called us when she was at the scene of her accident. She put the guy she rear-ended on the phone because he wanted to verify if she had auto insurance. The guy proceeded to ask me why doesn't she have her insurance information on her? I was caught off guard and didn't know how to answer.
- **customer_service.** I work in customer support. This is a true story. Names have been changed to protect the clueless. so, this woman called in yesterday and asked me to cancel her insurance policy. i tell her sure, ask for her policy number, get everything pulled up, and immediately notice that two other people have already sent her a cancellation request form within the last hour.

Summary of comments

I'm sorry but I'm not going to give you a claim number because you're not the insured. I'm not going to give you the claim number because you're not the policy owner. I'm not going to give you the claim number because you're not the person who set up the policy. I'm not going to give you the claim number because you're not the person who pays for the policy. I'm not going to give you the claim number because you're not the person who called the police. I'm not going to give you the claim number because you're not the person who filed the claim. I'm not going to give you the claim number because you're not the person who was in the accident. I'm not going to give you the claim number because you're not the person who was arrested. I'm not going to give you the claim number because you're not the person who was cited. I'm not going to give you the claim number because you're not the person who was charged. I'm not going to give you the claim number because you're not the person who was convicted. I'm not going to give you the claim number because you're not the person who was sentenced.

Topic Number 5: 4_patient_doctor_clinic_medical

Topic Introduction

I used to work at a call center. I don't anymore, but I still take quite a bit of calls at my current job. I work at a dental office where I assist with scheduling appointments on occasion. I get a lot of calls of the same kind, but dis bich really took the cake.

Themes

theme of this text	Customer service, phone calls	Abuse, rudeness	theme, communication
Call Center Hospital Humorous Sad		Health insurance	Customer service , insurance

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1395198	0.8604802	0.1590905	0.8409095

Summaries of Submissions

- **theme of this text Customer service, phone calls.** I used to work at a call center. I don't anymore, but I still take quite a bit of calls at my current job. I work at a dental office where I assist with scheduling appointments on occasion. I get a lot of calls of the same kind, but dis bich really took the cake. I work at a dental office where I assist with scheduling appointments on occasion. I get a lot of calls of the same kind, but dis bich really took the cake.
- **Abuse, rudeness.** I work in a call centre. Today I had a call from a residential facility enquiring about a claim. I advised the claim was denied as the patient was not registered at the facility. I checked the state's file and the patient's name was spelt incorrectly. I advised the representative the claim would not be paid until the issue was rectified. The representative was rude and called me a c**t and hung up. Ten minutes later I received a call from a standard customer service advocate. The advocate stated a provider's representative was requesting a supervisor. It was the same man I had just spoken to.
- **theme, communication.** I work in the scheduling department for an eye practice that has about a dozen locations in my state. due to having such a high call volume and patient volume, we have a dedicated call center. Normally I know when people call a medical office, they assume the person who they're talking to is a receptionist who works there in person, but sometimes you get patients who just don't seem to grasp what a call center is even when you explain that. enter stubborn lady (sl), who called sometime last week. me: hi, thank you for calling my workplace, this is tomorrowistomato, how can i help you? sl hangs up. a few minutes later, another call. me: hi, thank you for calling my workplace, this is tomorrowistomato, how can i help you? sl: tomorrowistomato?~~So I work in a pharmacy and I got a call from a guy who insisted that he had two refills left on his prescription. Unfortunately, his prescription expired last month so I couldn't refill it. I offered to call his doctor for new refills and he went crazy. I consulted with a pharmacist and we both agreed that I was right.
- **Call Center Hospital Humorous Sad.** This is a collection of funny, sad, and bizarre phone calls that healthcare workers have received. Some of these are from call centers, others from hospitals. They are all anonymous, and we are not publishing the names of the healthcare providers. Some of these are from call centers, others from hospitals. They are all anonymous, and we are not publishing the names of the healthcare providers.
- **Health insurance.** I work in a call center for an insurance company; we do long and short term disability, life insurance and medical leaves. I service medical leaves only. Whenever someone requests a leave there is paperwork that has to be filled out by their doctor and returned. One thing we can do for people is send a copy directly to their doctor through fax. So, here's the call: Caller: "Yeah, um, ya'll sent papers to my doctor but ya'll call him robbie or something like that; his name Stephen but it say robbie or something". Me: "Ok, I can check on that and get it corrected for you".

if you're going to leave your car sitting for an extended period of time, get a trickle charger for it to prevent battery degradation!) one problem, his membership has a missed payment and needs he needs to settle it before he can get service.

- **Response, roadside assistance.** A woman called a roadside assistance company. She was crying and upset. She needed fuel delivered to her but she ran out of gas. She explained that someone had siphoned her fuel. The operator asked for her vehicle type. She replied: "I don't know." The operator asked for her license plate number. She replied: "I don't know." The operator asked for her location. She replied: "I don't know."
- **Customer service.** I used to work for a mail order auto parts place specializing in unreliable sports cars from defunct companies. I worked the phones as a second tier sales person, for people who needed help figuring out which part they needed. I also handled overflow from the first tier sales people, who normally just took orders and customer service calls. One day a man calls us up, and I answer. I respond, calmly. I run through the call like normal, with this man calling myself and my other coworker every name in the book. He screams at me for asking what car he had that needed service, I finish up the call, take a five second breather.
- **Customer service.** I work at a call center for an auto manufacturer. A mechanic just called in to recover a radio code for one of his customers. I told her she would have to call back after removing the unit from the dash. A taxi driver has his car stolen. He calls the support line for the maintenance program his taxi company uses. That support line is handled by my company. We don't handle the drivers, only the locations that do maintenance on the cars.
- **funny stories People who can't read a map People who think they know the law better than you.** Call centers are a breeding ground for the most ridiculous complaints. From people who can't read a map to people who think they know the law better than you. These are the funniest stories from call centers.
- **helpfulness, customer service.** I work for a call center that dispatches roadside service (tows, jumpstarts, manual unlocks, tire changes) for people whose vehicle is covered by their manufacturer warranty with this particular brand of vehicle. got a call the other day that i never got over. -"thank you for calling (brand name) roadside assistance, how can i help? -"i need you to find my car for me.

Summary of comments

A woman in the US has been filmed berating a call centre worker for not giving her a discount on her parking ticket. The woman, who has not been identified, was filmed by a security camera while arguing with the worker in a call centre in Texas. The footage has been released by the company, which has not been named. The woman can be heard saying: "I'm not going to pay this ticket. I'm not going to pay this ticket. I'm not going to pay this ticket."

Topic Number 7: 6_bill_phones_service_data

Topic Introduction

A customer called demanding a replacement phone for her Galaxy S8 because the Bluetooth doesn't work. After some questions, I found out that the customer had never paired her phone with the car, but was convinced that she shouldn't have to. I asked her to contact the car dealership, since they had set it up the first time. She got angrier and angrier, and shouted her name at the car. She got quiet and uncomfortable, and we ended the call shortly after that.

Themes

theme of this text Anger	Call centers , humorous, heartbreaking, monotonous	Customer service
Customer Support funny sad both	Error - customer service Fix - customer service	Security

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1334996	0.8665004	0.103897	0.896103

Summaries of Submissions

- **theme of this text Anger.** I work in telecom. A customer called demanding a replacement phone for her Galaxy S8 because the Bluetooth doesn't work. After some questions, I found out that the customer had never paired her phone with the car, but was convinced that she shouldn't have to. I asked her to contact the car dealership, since they had set it up the first time. She got angrier and angrier, and shouted her name at the car. She got quiet and uncomfortable, and we ended the call shortly after that.
- **Call centers , humorous, heartbreaking, monotonous.** A collection of stories from people who have worked in call centers. Some are funny, some are sad, and some are both. All are true.
- **Customer service.** A customer has a problem with his emails. The customer uses sbcglobal. Me, an employee in a call center suggests him to download the Yahoo mail app. The customer refuses and hangs up. Another employee has had a similar conversation with the customer.
- **Customer Support funny sad both.** A collection of stories from people who work in customer support. Some are funny, some are sad, some are both. Some are from people who work in the industry, others are from people who have called customer support.
- **Error - customer service Fix - customer service.** A customer called to complain that her phone wasn't working. She couldn't hear anything on the other end of the line. The customer service rep asked her to take the battery out and put it back in. She did. It didn't work. The customer service rep asked if she was sure it wasn't a coverage issue. The customer was sure. The customer service rep asked if she'd tried taking the battery out and putting it back in. The customer had. It didn't work. The customer service rep asked if she'd tried taking the battery out and putting it back in while the phone was off. The customer had. It didn't work. The customer service rep asked if she'd tried taking the battery out and putting it back in while the phone was on. The customer had. It didn't work. The customer service rep asked if she'd tried taking the battery out and putting it back in while the phone was being charged. The customer had. It didn't work. The customer service rep asked if she'd tried taking the battery out and putting it back in while the phone was being turned on. The customer had. It didn't work.
- **Security.** A customer calls a UK mobile phone provider to get a content restriction removed from his tablet. The security check goes by effortlessly. The agent helps the man fill in a form with his date of birth, and the restriction will be removed within 24 hours. The man then asks the agent to check his wife's tariff.

Summary of comments

I'm an ex-call center worker. I worked for a major wireless company for 3 years. I've heard it all. I've dealt with customers who were too stupid to live. I've dealt with customers who were too entitled to live. But most of all, I've dealt with customers who were just too much to handle. This is a collection of stories from people who have worked in call centers. Some of them are funny, some of them are sad, but they are all true. The stories are from people who have worked in call centers for companies like Apple, Verizon, Sprint, AT&T, and many more. Some of the stories are about customers who are just too stupid to live. Some of the stories are about customers who are just too entitled to live. But all of the stories are about customers who are just too much to handle.

Topic Number 8: 7_job_feel_anxiety_work

Topic Introduction

Call center workers have been sharing their experiences of working in the industry. Some have described their experiences of being verbally abused by customers, while others have spoken of the anxiety and depression they have suffered as a result of their jobs. One former worker has spoken of how she was driven to the brink of suicide by the stress and anxiety of her job.

Themes

bullying	Call center - mental health	difficulties, stress, anxiety
Miscommunication	work stress	Employment
Difficult working conditions		

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.154886	0.845114	0.2904289	0.7095711

Summaries of Submissions

- **bullying.** I'm 32, getting bullied in work and I honestly feel like crap because of it. I've worked in my current job for about 6 months now. For the first 3 months it was hard but I was getting bonus half the time. It all started to go wrong about 3 months ago when I got moved into a new team. My manager told them off when she saw I was upset. Then it got worse, they started throwing things at me. My manager does nothing. I slammed my fist on the desk and said that's enough.
- **Call center - mental health.** Call center workers have been sharing their experiences of working in the industry. Some have described their experiences of being verbally abused by customers, while others have spoken of the anxiety and depression they have suffered as a result of their jobs. One former worker has spoken of how she was driven to the brink of suicide by the stress and anxiety of her job.
- **difficulties, stress, anxiety.** I've been working at a major bank for about a little over a year. its a work from home job and only my second call center job. i can honestly say that this is the first time in my life that a job has caused me so much emotional and physical exhaustion. about 3 months ago i had

a complete mental breakdown. the constant phone calls, short staffed, push for ot, micromanagement, unrealistic qa guidelines i just cant do it anymore. i was out on leave came back and was extremely triggered and had a panic attack. i had to call my therapist for an emergency session bc i couldnt calm down. this job started affecting my relationship so much so that i couldnt see how much i had changed and was neglecting my partner of ten years. current manager is a nightmare and does not have a single ounce of empathy. im treated like a number. I take 80-100 calls a day, and at least 60 of them are angry, abusive, and just downright unpleasant. I've stopped doing my schoolwork, I've started smoking again, and I can't use the phone when I get home because even just ordering pizza gives me anxiety. Same for my friends.

- **Miscommunication Difficult working conditions.** I work in a call center. I've been here for two years. I started in customer service and now I handle credit card applications for retail workers. The management is terrible. I transferred to this department after being in customer service for a year and now I handle credit card applications and deal with retail workers and it's like every single call is me being screamed at along with management despising me. I've applied for 10 other departments and customer service was hard but at least I had supportive managers who helped me every step of the way this is just getting ridiculous.
- **work stress.** I cannot stand going into work anymore. I said that it's not a happy work environment and I even suggested some things that would help. I haven't felt this bad since high school where I was bullied day in day out and I wanted to kill myself back then. Does anyone know any good ways to relieve stress or something?~~I'm so tired of this job. It's draining me mentally. I can't sleep at night because I just think about how I have to wake up and do the same thing tomorrow. I wake up every morning nauseous and sometimes I even throw up from anxiety. It's made me depressed. I don't want to do anything when I get off work or on weekends. It's the same thing just a different day, getting yelled at by assholes over things I can't control and then also getting bitched at by my manager for stats not being perfect or because I sounded like a robot with no emotions during my call. I hate this job so much and I pray everyday that someone will call me back with a better opportunity.
- **Employment.** I've been working at a major bank in Canada for 5 months. I hate the micro management, the awful hours (4-12), etc. I can't sleep. I've been talking to my friends and wife about it but they all tell me to ride it out for at least a year before quitting because it'll look bad on my resume. I don't think I can last that long. I'm also not having any luck with job hunting.

Summary of comments

I worked at a call center. We would drink on the job all the time. Was like hanging out at a frat house. Was like hanging out at a frat house. I worked for a company that outsourced to Conduent. They were the worst. They would have us do pointless things like take a survey that had nothing to do with our job, and then penalize us for not doing it. They would also have us do things that were not in our job description. I would not recommend working for a company that outsources to Conduent.

Topic Number 9: 8_english_spanish_speak_language

Topic Introduction

I work in a call center. Today a client was really angry and he asked to speak to my supervisor. My boss secretly loved it. A guy rang up our call center. He was rude and used offensive language. Our quality manager played his call to new hires as a joke in training. I work in a military affiliated credit union call center as a level two service rep. I have an accent, but I'm American born and raised. A racist bitch called today. Can I speak to someone else? I had a customer who, after a few times of me trying to explain something to her in English, still wasn't understanding what I was explaining. I could clearly tell from her name and accent that she was Chinese because I speak Mandarin but not enough to have a conversation.

Because she was having difficulty understanding me, I politely said “Hey just wanted to mention that we do have reps who speak Cantonese and Mandarin in case you’d feel more comfortable speaking to someone in either of those languages”. “How dare you assume that I have a language problem! You have horrible interpersonal skills!” she screamed at me.

Themes

Profession Racism Military	Customer service, Culture	racism, complaints, complaints about speaking with those Indians
Customers, Work	Customer service stories Foreign languages Interpreters Dealing with customers	Profession Racism Military

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1541759	0.8458241	0.2081002	0.7918998

Summaries of Submissions

- **Profession Racism Military.** I work in a call center. Today a client was really angry and he asked to speak to my supervisor. My boss secretly loved it. A guy rang up our call center. He was rude and used offensive language. Our quality manager played his call to new hires as a joke in training. I work in a military affiliated credit union call center as a level two service rep. I have an accent, but I’m American born and raised. A racist bitch called today. Can I speak to someone else? I had a customer who, after a few times of me trying to explain something to her in English, still wasn’t understanding what I was explaining. I could clearly tell from her name and accent that she was Chinese because I speak Mandarin but not enough to have a conversation. Because she was having difficulty understanding me, I politely said “Hey just wanted to mention that we do have reps who speak Cantonese and Mandarin in case you’d feel more comfortable speaking to someone in either of those languages”. “How dare you assume that I have a language problem! You have horrible interpersonal skills!” she screamed at me.
- **Customer service, Culture.** I work in compliance for a company with call centers. Many times when a customer makes comments about where an offshore agent is located it’s uncomfortable at best and racist at worse. So an older American gentleman is adding a security word to his account. His answer is the the country where the agent is located in. You could hear in the agents voice he was pleased about it, but the country name wouldn’t fit.
- **racism, complaints, complaints about speaking with those Indians.** I work for a call center that has another call center in Manila. I am about tired of the racism and people complaining about speaking with those “Indians”. It is some form of racism or backwards comments every day. Today, I got a call from a lady who wanted to cancel one of her accounts. I do not have the authorization to do that. I told her that I would transfer her to someone who can help her. She got mad and started cursing at me. I just rolled my eyes and pulled up her account(s). Apparently she wanted to cancel one of them, and I do not have the authorization to do that.
- **Customers, Work.** I work in a call center. I’ve been working there for 8 years and have had many interesting calls. Most of the time I can handle myself and not let these calls get to me. But lately I’ve been having issues with a few clients. They are rude, insulting, and just down right mean. But I don’t want to deal with these people anymore.

- **Customer service stories Foreign languages Interpreters Dealing with customers.** A collection of stories from customer service workers who have had to deal with customers speaking foreign languages. The stories include tales of customers who have been offended by the use of interpreters, and of workers who have had to deal with customers who don't speak English. Some of the stories are funny, some are sad, and some are just plain bizarre.

Summary of comments

I'm so sorry you had to go through that. I've had to hang up the call quickly so they didn't hear me cry a few times myself while working at a call center. During the BLM thing she had to tell a customer she had only spoken to over the phone, they wouldn't be giving him a loan. My job is actually bilingual, so I do speak French regularly and fluently BUT it is not my first language. If I make even the slightest mistake ("le rue" instead of "la rue" for example) people will either mock me, switch to English and refuse to speak French again or continue speaking French and just correct me in the rudest way possible. One of my first French calls here, I was so nervous I stuttered a lot (nerves make my language skills go bye bye). My supervisor pulled me into her office, slammed the door behind me and asked if I really did speak French or if I just pretended for the interview.

Topic Number 10: 9_job_interview_role_experience

Topic Introduction

I've spent eight years in call centers in one capacity or another (representative and supervisor for about 4 years each – trust me, not any less stressful being a supervisor, you've still got someone up your ass 8 hours a day, but you're also salary so you take it home with you too). I recently took vacation and realized 1) I am unhappy and 2) that I've pigeon-holed myself into this type of work. I originally started at a call center when the job market was not great back in 2012 or so, and one thing led to another and that's what I'm still doing. Just curious for those former call center employees out there, what are you doing now? I'm seriously looking into a career change and I don't want to fall into something else that makes me unhappy.

Themes

Work	Call centres work business	work career employment
unprofessional ghetto overcrowded	The theme of this text is a variety of worries about job-related issues	Work

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.3741431	0.6258569	0.3436231	0.6563769

Summaries of Submissions

- **Work.** I recently got promoted, which involved me moving from where i originally worked to literally the other side of the country. thanks to this, i have been watching what is essentially the whole site

imploding on itself thanks to a single new operations manager. I've worked in a call center for 6 years. But it's a job, you know? But the problem is, I'm really good at my job. Like, I'm the best at my job. But I'm leaving anyway. I've found a new job and I'm starting next week.

- **Call centres work business.** Call centres are often seen as a necessary evil: necessary because they provide a useful service, but evil because they can be soul-destroying places to work. The stories in this book are from people who have worked in call centres and who want to share their experiences with others. Some are funny, some are sad, but all of them are true.
- **work career employment.** I've spent eight years in call centers in one capacity or another (representative and supervisor for about 4 years each – trust me, not any less stressful being a supervisor, you've still got someone up your ass 8 hours a day, but you're also salary so you take it home with you too). I recently took vacation and realized 1) I am unhappy and 2) that I've pigeon-holed myself into this type of work. I originally started at a call center when the job market was not great back in 2012 or so, and one thing led to another and that's what I'm still doing. Just curious for those former call center employees out there, what are you doing now? I'm seriously looking into a career change and I don't want to fall into something else that makes me unhappy.
- **unprofessional ghetto overcrowded.** I got my first job at sonic when I was 20 and in community college working at sonic drive in. So I constantly scoured the job boards and found a posting for account specialist pay was \$10 an hour and a guaranteed 40 hours a week. Entry level. I went to the interview and remember a little room crowded with people doing the online test. They immediately hired me and sent me off to do the drug test. I was so proud of myself. A real office job! I even went out and bought new professional office clothes. I imagine myself happily typing at the computer all day in my cute office wear. To this day that is the most unprofessional and ghetto place I have ever worked.
- **The theme of this text is a variety of worries about job-related issues.** Call center workers discuss what it's like working in one. Some say it's as bad as people say it is. Others say it's not so bad. Some are looking for a new job. Some have been offered a new job. Some are worried about getting a new job. Some are worried about being recorded. Some are worried about losing their job. Some have been looking for a new job for a while. Some are worried about being unemployed again. Some are worried about quitting. Some are looking for a new job in a new town. Some are interviewing for a new job. Some are worried about being overlooked. Some are worried about their references. Some are worried about their short tenure. Some are worried about their long tenure. Some are worried about being recorded. Some are worried about losing their job. Some are worried about being unemployed again. Some are worried about quitting. Some are worried about being unemployed again. Some are worried about quitting. Some are worried about being unemployed again. Some are worried about quitting. Some are worried about being unemployed again. Some are worried about quitting. Some are worried about being unemployed again. Some are worried about quitting.

Summary of comments

I've been in a call centre for 5 years. I cry before I clock in. I cry between calls. I cry after I clock out. I'm looking for a new job. I don't want to be a call centre worker anymore.

Topic Number 11: 10_hotel_booking_rooms_reservations

Topic Introduction

A hotel worker has shared the abuse they received from a guest who was trying to cancel a hotel booking. The guest was trying to cancel a reservation at one of the hotels in Atlanta. The hotel worker informed the guest that they needed to cancel the reservation through the website. The guest then lost her mind and

started yelling. She yelled that if the hotel worker didn't cancel the reservation, she would come to the hotel and infect everyone.

Themes

Abuse, Threats theme, customer service	Call center stories Customer service ;stories;work;customers	Anger, frustration, rudeness Sex, Workplace, Misconduct
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1687141	0.8312859	0.1015732	0.8984268

Summaries of Submissions

- **Abuse, Threats.** A hotel worker has shared the abuse they received from a guest who was trying to cancel a hotel booking. The guest was trying to cancel a reservation at one of the hotels in Atlanta. The hotel worker informed the guest that they needed to cancel the reservation through the website. The guest then lost her mind and started yelling. She yelled that if the hotel worker didn't cancel the reservation, she would come to the hotel and infect everyone. The guest then ended the call with a vaguely threatening, "I'll see you soon sugar."
- **Call center stories.** This is a collection of stories from people who work in call centers. These are their most memorable, crazy, and/or ridiculous experiences. Some names and identifying details have been changed to protect the innocent.
- **Anger, frustration, rudeness.** A collection of stories from people who work in customer service. The stories are about customers who are angry, rude, and unreasonable. The workers share their frustration and anger.
- **theme, customer service.** I work in a call center booking reservations for an extended stay hotel chain. i get some...people...I received this call a few nights ago. agent:thank you for calling [hotel chain] my name is [i'm dumb and my username is my name], how may i help you tonight? man:yes, hello, i need the wifi password. agent: i will be more than happy to assist you. man: i did press 0, no one answered. someone else [hilariously it turned out to be my mother, who is an agent on the same account at the desk next to me] told me to go down to the front desk but there is no one here. agent: i do apologize about the trouble you are having tonight, but the front desk attendant is the only person that would have the password for you. you would need to keep calling them back, i guarantee someone will answer and help you. man, rather rudely: there is no one here.
- **Customer service ;stories;work;customers.** A collection of stories from people who work in customer service. Some are funny, some are sad, some are both. If you work in customer service, these are the stories you hear all day long.
- **Sex, Workplace, Misconduct.** A guy wants one of our associates fired because he slept with her and she became overly attached. He met her on a website that she advertises on for our hotel. They started meeting at our hotel, but she would take him to another hotel down the street (also owned by our company) and get picture evidence of this whole situation in which they took part. She even managed to share our employee discount with him. He brought it to management, however, management still as yet to take any form of action, and as put, "they are really dropping the ball on this one."

Summary of comments

I work in a call center and we have a lot of customers who book through 3rd party sites and then get upset when we can't do anything for them because they didn't book directly with us. Like, they'll call and say "I booked a room for 2 adults and 2 children, but there's only 2 beds, what are you going to do about it?" And we're like "uh, we can't help you, you didn't book directly with us, you need to call the 3rd party site you booked with." And they're like "but they said they could help me if I had any problems!" And we're like "no, you need to call them. We can't do anything for you." And they get mad and start screaming at us. It's so annoying.

Topic Number 12: 11_internet_modem_isp_wifi

Topic Introduction

Call centers are a breeding ground for some of the most ridiculous customer complaints. The following stories are from people who work in call centers and deal with customers on a daily basis. These are some of the most ridiculous calls they have ever received.

Themes

call centers, customer complaints, work Careers call center	Collection of stories Human experience Humorous stories Interpersonal relationships Access needed access needed	Customer service call centers, customer complaints, work
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.0924611	0.9075389	0.1408974	0.8591026

Summaries of Submissions

- **call centers, customer complaints, work.** Call centers are a breeding ground for some of the most ridiculous customer complaints. The following stories are from people who work in call centers and deal with customers on a daily basis. These are some of the most ridiculous calls they have ever received.
- **Collection of stories Human experience Humorous stories Interpersonal relationships.** A collection of stories from people who work in technical support.
- **Customer service.** I work for a major ISP. This call center is amazing to work for, only complaint is lack of wrap up time between calls. This is a pretty normal call but she just felt so exhausting. A customer called in because he couldn't get e-file to work. Finally, she had him check his modem. The customer told her he had it wrapped in tinfoil to prevent the government from spying on him.
- **Careers call center.** I work in a call center. I love it when I tell people they can't make a payment online because their internet is down, and they respond with "well how am I supposed to pay then?". Call the company and pay over the phone. Use public WiFi at a coffee shop to pay. The list goes on.

- **Access needed access needed.** I've been having trouble with my internet connection. It goes down almost every day for three hours. I've spent hours on the phone with customer support. They finally agreed to send a technician out. The only problem is that I have to be home for them to come. I asked them what the technician needed to access in my apartment. There was nothing. It's an outside box. But they won't send a technician unless I'm home.

Summary of comments

I used to work for a credit card processor. We provided service for credit card machines, mostly used by small businesses. I'd frequently have similar conversations with people. They couldn't take credit cards while their machine was down, but never had any interest in buying a backup so they wouldn't have to wait for us to overnight one.

Topic Number 13: 12_password_reset_login_email

Topic Introduction

This is a collection of funny, sad, and true stories from an IT help desk. The stories are from real-life experiences of IT workers who have had to deal with the general public's lack of technical knowledge.

Themes

Technology	1. Communication 2. Customer service 3. Work	frustration irritation dissatisfaction
Help desk stories	Technology	1. Communication 2. Customer service 3. Work

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.0915083	0.9084917	0.1394462	0.8605538

Summaries of Submissions

- **Technology.** I work in customer service and have to deal with customers who have no idea how to use the internet. They call me for help with things that are so simple, it's not even funny. I had a lady call me because she couldn't access her Facebook. I asked her if she was having trouble accessing any other website or was it just Facebook. She said just Facebook. I told her there should be a link to retrieve her password. She said she doesn't know her password. I asked her if she knew her security number. She said yes. I told her to go to the link and enter her security number. She said she doesn't know how. I asked her if she knows how to use a browser. She said no. I told her to use a browser on her computer. She said she doesn't know how to use a browser. I asked her if she knows how to use a search engine. She said no. I told her to use a search engine on her computer. She said she doesn't know how. I asked her if she knows how to use the internet. She said no. I told her to ask someone who knows how to use the internet to help her.

- **1. Communication 2. Customer service 3. Work.** “Service desk, how can I help?” “None of our wifi passwords are working!”. “Sir, I’m not on site nor in a position to generate you a new password, I will however see what we can do through our escalation contact”. “What’s your username?” “Give us new passwords;” “I just got off the phone with customer support. I tried to log in and the website asked me a security question and I never set up that question. Finally past that nonsense I bring up the relevant systems to assist and confirm his issue as being a security question problem. He gets snarky and sarcastic when he confirms its a security question problem. I inform him he will not be able to attempt logging in again for the next x amount of time and that we can either leave the account as is and he can attempt again after the lock lifts -or- if he is relatively sure he knows his pw I can clear the security question so they are not asked after the lock lifts. If you think you just need further attempts you can make them after the lock lifts or we can clear the questions.
- **frustration irritation dissatisfaction.** I work in a call center. A large portion of the calls are from people having trouble logging into their account on our website. I have to walk them through the process of logging in, and it’s really frustrating. I’ll ask them what their username is, and they’ll reply with “I don’t know.” Then I’ll ask them what their email is, and they’ll reply with “I don’t know.” Then I’ll ask them what their password is, and they’ll reply with “I don’t know.” I’m really frustrated with these people.
- **Help desk stories.** This is a collection of funny, sad, and true stories from an IT help desk. The stories are from real-life experiences of IT workers who have had to deal with the general public’s lack of technical knowledge.

Summary of comments

I have worked in the contact center industry for 30 years. This is a common tactic for a certain type of crazy person who has some perceived gripe with the company. They call over and over again and just waste agent’s time. One investigation I took part in showed the company had received over 2000 calls in 2 years from the same nutcase. We would block his phone number and he would buy another burner phone and start again the next week. ~ I work in a call center. I don’t mind helping people who have online problems, but if you’ve saved yourself 40 a year by signing up to manage your account online then that’s what you’re obliged to do. No, some nimwit probably just handed them the keys. “Well, ma’am, this means that there is a field on the form which you are filling out which is empty but must be filled-in before the form can be submitted.

Topic Number 14: 13_cable_channels_service_internet

Topic Introduction

A Comcast customer service rep posted this story on Reddit. It’s a perfect encapsulation of the worst parts of dealing with terrible customers. I work for a cable company that also supplies internet service. we offer an option to use our equipment or customer-owned modem/router. I work in customer retention. This customer, she gave me the “I don’t watch TV that much but I want every channel, HD DVR in every room for when I do, but TV isn’t that important”. We found one that almost worked, basically she was losing a channel she watched but was close to the price she wanted. What she said next blew my mind.

Themes

Call to customer service	Customers complaining about their bill	call-center-work
customer service, Comcast, internet service	Call to customer service	Customers complaining about their bill

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.0708323	0.9291677	0.1459471	0.8540529

Summaries of Submissions

- **Call to customer service.** I worked for a major cable provider a little while back and the issues that came up and were repeated were something. this is one of those. c is calling technical support to ask for a better offer. m verifies c's account and then transfers c to the billing department. c wants to negotiate a better offer. m puts c in the queue.
- **Customers complaining about their bill.** I work for an internet, phone, and video provider. customers call in because the bill is too high. . . *looks at account* They have all 3 services (they already have discounts by bundling) , the fastest internet tier we offer, and all the channels plus premier tiers and all the movie networks (hbo, starz etc..) do they not realize this is a "luxury" item/service cable especially. Oftentimes people are grumpy when they call up and find out there is an outage, regardless of if it's actually their service or not. This one dude, though.
- **call-center-work.** A call center worker has shared his most difficult call on Reddit. The post, by user dangerdann, details a call with a customer who was "yelling" at him because she couldn't figure out how to use the cable box. After ten minutes, dangerdann set up a trouble call and switched the box off. "I got yelled at because our box was working like it was supposed to", he wrote.
- **customer service, Comcast, internet service.** A Comcast customer service rep posted this story on Reddit. It's a perfect encapsulation of the worst parts of dealing with terrible customers. I work for a cable company that also supplies internet service. we offer an option to use our equipment or customer-owned modem/router. I work in customer retention. This customer, she gave me the "I don't watch TV that much but I want every channel, HD DVR in every room for when I do, but TV isn't that important". We found one that almost worked, basically she was losing a channel she watched but was close to the price she wanted. What she said next blew my mind.

Summary of comments

I'm a cable company customer service rep. I've been in this field for about 2 years now. I've had some pretty interesting calls. I've had people yell at me for things that are not my fault. I've had people threaten to sue me and my company. I've had people threaten to have me fired. I've had people curse at me. I've had people call me names. I've had people ask me to break company policies for them. I've had people ask me to lie to them. I've had people ask me to give them free services. I've had people ask me to give them free cable boxes. I've had people ask me to give them free remotes. I've had people ask me to give them free On Demand services. I've had people ask me to give them free HBO.

Topic Number 15: 14_collections_debt_payments_due

Topic Introduction

I work in a call center. We work with a type of installment loan/credit account, for reasons unknown to me ("compliance") we are only able to speak with the account holder, not even a spouse. "but i'm the one that pays for it" is heard very often, and this guy was no exception, but i did have part of an exchange that wasn't very typical. "but i'm the one that pays for it" is heard very often, and this guy was no exception,

but i did have part of an exchange that wasn't very typical. "but i'm the one that pays for it" is heard very often, and this guy was no exception, but i did have part of an exchange that wasn't very typical.

Themes

Debt collection customer service; complaints; communication	Collection agents Debt collection	Call center Debt collection Collection agents
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1564307	0.8435693	0.1584197	0.8415803

Summaries of Submissions

- [illegible]

Summary of comments

I worked in a call centre, one night a woman called to find out why her TV service wasn't working. Me: it says here that you're deceased. Her: WHAT?!? Her name was something like Carol Jackson. So the agent

that opened that piece of mail GUESSED which Carol Jackson died, and disconnected the wrong account. I asked some authenticating questions, then apologized profusely and reconnected her services. Her: you know ... Me: again maam, I am REALLY SORRY. And I notified a supervisor, so that some could start calling the other Carol Jacksons to check in...

Topic Number 16: 15_lurker_poster_long_work

Topic Introduction

Call centers are a necessary evil. They're the first line of defense for customer complaints. They're also the first line of defense for customer compliments. They're the first line of defense for customer confusion. They're the first line of defense for customer stupidity. They're the first line of defense for customer rudeness. They're the first line of defense for customer kindness. They're the first line of defense for customer stupidity. They're the first line of defense for customer kindness. They're the first line of defense for customer stupidity. They're the first line of defense for customer kindness.

Themes

Call from wrong number	Call centers, necessary evil	Call center operation
Customer satisfaction	Call from wrong number	Call centers, necessary evil

Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.159258	0.840742	0.154618	0.845382

Summaries of Submissions

- **Call from wrong number.** We used to get incoming calls from people searching for our site or for the services provided and sometimes our business bought old numbers from businesses that shut down. Because of this, we occasionally got wrong number calls but my god, this woman. She called us about a dozen times a day, every day, for a week. She was so angry and frustrated that she would curse at us and slam the phone down. She even called our CEO and demanded to speak to him. We were so fed up with her that we changed her number.
- **Call centers, necessary evil.** Call centers are a necessary evil. They're the first line of defense for customer complaints. They're also the first line of defense for customer compliments. They're the first line of defense for customer confusion. They're the first line of defense for customer stupidity. They're the first line of defense for customer rudeness. They're the first line of defense for customer kindness. They're the first line of defense for customer stupidity. They're the first line of defense for customer kindness. They're the first line of defense for customer stupidity. They're the first line of defense for customer kindness. They're the first line of defense for customer stupidity.
- **Call center operation.** A guy called my work place asking for the average electrical usage at an address. He will be calling soon to start billing in his name. I work in a call center. We also assist with starting the claims if need be. This woman calls in needing help with her luggage, which has been delayed. I go through the process of helping her start a claim thinking it would be a pretty standard call. Nope.

- **Customer satisfaction.** A customer posted an apology to Reddit after losing his temper with a Samsung employee. The customer was frustrated because the employee was not able to help him with his problem. The customer said he was sorry and did not deserve to be yelled at. The post has since gone viral, with many people commenting on how the customer was actually in the right to be frustrated and the employee was in the wrong.

Summary of comments

I'm a call center worker. I get some really difficult customers. I'm not sure if it's because they're just having a bad day, or they're just a jerk. I had a lady call in today. She was angry about a parking ticket. She was swearing up a storm. I tried to help her, but she just got angrier. I politely told her that I could not help her further and transferred her to another agent. She started to curse at me and then hung up.

Topic Number 17: 16_chats_email_customers_message

Topic Introduction

Customer: I want roses. Me: Okay... what type of roses are you wanting? Customer: I want roses. Me: What type of roses are you wanting?

Themes

Customer support	customerservice, complaints, rudeness	Customer service Transcripts
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1421621	0.8578379	0.1375536	0.8624464

Summaries of Submissions

- **Customer support.** I work in tech support. Do you need help with anything else? Me: Hi there, customer. Thank you for chatting in with *retailer*. How can I help you today? Customer: I can't seem to find the plant that I want. Me: Would you like to tell me more about what you're looking for? Customer: I want roses. Me: Okay... what type of roses are you wanting?
- **customerservice, complaints, rudeness.** Transcripts of customer service chats reveal the worst of humanity. The exchanges, which were posted on Reddit, show customers at their worst. One customer threatened to sue a company after a worker asked for his email address. Another customer insulted a worker after being told he couldn't have a discount.
- **Customer service Transcripts.** A collection of funny and interesting customer service chat transcripts.

Summary of comments

I'm sure you're aware of the recent changes to our policy. As a result, you will no longer be able to receive the free service you've been enjoying. I'm sorry for the inconvenience. However, you can still purchase the service at a discounted rate.

Topic Number 18: 17_flight_airline_airport_flights

Topic Introduction

A transcript of the conversation between an American Airlines agent and a customer. The customer is trying to book a flight. The agent quotes a price. The customer asks the agent to repeat the flight number. The agent does so. The customer asks why the flight number isn't showing up on the website. The agent has no idea and suggests that the customer try a different browser.

Themes

Customer Service; Air Travel Customer service	Passengers' rights , the law Customer Service; Air Travel	irate customers Passengers' rights , the law
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.1560982	0.8439018	0.2311654	0.7688346

Summaries of Submissions

- **Customer Service; Air Travel.** I used to work taking calls for the airport network in Spain. My favourite kind of calls were the parking reservations. This one old man calls to make a reservation for Madrid's airport. He gives me his dates and details. We get to the email address, and the following conversation ensues.
- **Passengers' rights , the law.** A frequent flyer calls United Airlines to book a flight. She wants to speak to a supervisor, but the customer service agent refuses. The customer is put through to the VIP customers line. A new EU law, set to be introduced in 2018, will mean that airlines will have to pay out up to €600 (£534) in compensation to passengers for long delays. However, some airlines are concerned that the law could open the floodgates to claims from passengers who are merely looking for a free flight. Ryanair has already changed its terms and conditions in order to shorten the time limit for claiming compensation. easyJet, meanwhile, has called for the law to be changed so that claims can be processed through the airline, rather than via a claims management company.
- **irate customers.** I work for an airline. A passenger called to ask if she could carry her cat on the plane. The woman got angry and yelled at me for 30 minutes.
- **Customer service.** A transcript of the conversation between an American Airlines agent and a customer. The customer is trying to book a flight. The agent quotes a price. The customer asks the agent to repeat the flight number. The agent does so. The customer asks why the flight number isn't showing up on the website. The agent has no idea and suggests that the customer try a different browser.

Summary of comments

I once had an elderly couple calling about their fancy new phone...they were stereotypically clueless but unlike a lot of callers they knew it and that's why they were calling an 'expert' They put me on speaker and we began...they were the most adorably couple of sweet people I've ever had call me The call took forever but I didn't mind a bit My number one pet peeve of all pet peeves is when I'm talking with someone and they decide they want to suddenly interrupt me with one of these: wait wait wait WAIT! or a: hey hey! HEY! HEYYYYYYY!!! Someone dropped one of these on me today and before they could get the last bit off *click*. I usually make a quick callback attempt and then disconnect after a ring or two to make it look like it was possibly an error and that I tried to reach them back.

Topic Number 19: 18_meter_heater_complaint_manager

Topic Introduction

A customer has complained about a regulated complaint process. They have tried to escalate this by emailing in and copying in the energy ombudsman. You have emailed back, copying in the ombudsman service, pointing out that: you have told them verbally and in writing what the process is; they have yet to make a complaint; there is no other complaint process; lots of stuff about how to contact you. The customer has shown that they want special treatment and are being overly accusatory. You know you have done nothing wrong but the ombudsman could side with the customer anyway.

Themes

Customer service Error	Customer service	Complaint handling
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.079662	0.920338	0.1817534	0.8182466

Summaries of Submissions

- **Customer service Error.** A customer service rep. works at a smaller call centre that sells discounted electronics. If a customer makes an error or changes their mind, they have a no returns policy. The story concerns a lady who has accidentally bought a new \$1000 bottle gas heater.
- **Customer service.** I work for a local power company. lady called in asking if we'd received the medical necessity form for her husband. i told her we hadn't, and she started saying that she was worried about power outages. that's when i realized that she never even read the form, just had her husband and his doctor sign it.
- **Complaint handling.** A customer has complained about a regulated complaint process. They have tried to escalate this by emailing in and copying in the energy ombudsman. You have emailed back, copying in the ombudsman service, pointing out that: you have told them verbally and in writing what the process is; they have yet to make a complaint; there is no other complaint process; lots of stuff about how to contact you. The customer has shown that they want special treatment and are being overly accusatory. You know you have done nothing wrong but the ombudsman could side with the customer anyway.

Summary of comments

The customer is always right. Even when they're wrong. And sometimes they're just batsh*t crazy. These are the stories of people who work in customer service. And the customers who drive them crazy.

Topic Number 20: 19_supervisor_manager_escalated_get

Topic Introduction

I work in a call center. My job is to assist customers with complaints about the company. My department is not in charge of claims, so I cannot process a customer's claim. The customer is angry about the runaround they have received from the company. I explain that I can help them if they calm down and stop using profanity. The customer refuses to calm down and begins to yell. I warn them that I will have to end the call if they do not stop using profanity. The customer becomes even more enraged and begins to use more profanity. I politely end the call.

Themes

profanity	Customer service, workplace	theme of this text customer service
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Sentiment

Positive Sentiment	Negative Sentiment	Comments Positive Sentiment	Comments Negative Sentiment
0.0891446	0.9108554	0.1847076	0.8152924

Summaries of Submissions

- **profanity.** I work in a call center. My job is to assist customers with complaints about the company. My department is not in charge of claims, so I cannot process a customer's claim. The customer is angry about the runaround they have received from the company. I explain that I can help them if they calm down and stop using profanity. The customer refuses to calm down and begins to yell. I warn them that I will have to end the call if they do not stop using profanity. The customer becomes even more enraged and begins to use more profanity. I politely end the call.
- **Customer service, workplace.** "I work in a call center. Yesterday a customer calls in and it becomes a sup call. Except then we get a message in lead chat that he got 2 of the 3 warnings for cursing and then demanded to be put back in the call queue. Wouldn't tell her the issue and insisted on speaking with her supervisor (which isn't possible). Either hanging up if it took too long and calling back or demanding our supervisors and then asking to get put back into queue when we refused.
- **theme of this text customer service.** I work as a contractor for a very well known phone company. I just recently started taking escalated calls, where a customer asks to speak with a manager or supervisor. I just had one today, and I am still baffled. I was on the phone with this customer for about 20 minutes, and he was just getting more and more angry. I tried to explain to him that he was speaking to the wrong department, and that he needed to go to the other department. He refused. I went to my supervisor, and she told me to transfer him again. I did, and he got even more angry. He was swearing at me the entire time. I went to my supervisor again, and she told me to transfer him again. I did, and he was still swearing at me. I went to my supervisor one last time, and she told me

to just hang up on him. I did, and he continued to swear at me. I was so confused. I don't understand why he was so angry. I was just doing my job.

Summary of comments

I get a request for a CEO once a week. The customers think that the higher up the chain they go, that the more sympathetic they'll be to their grievance. People assume that if I tell them something that I don't want to hear, that I am making a personal decision, rather than simply enforcing a policy that has already existed. I love the customers who use the Attorney card. A few of them I've had advised they had retained an attorney for the matter. Once I explained I can no longer assist then and they need to have their attorney contact us directly, they immediately recanted their statement.