

Call center, may I help you? - MabuhayRadio

Written by Anonymous

Saturday, 13 October 2007 05:34 - Last Updated Sunday, 14 October 2007 11:31

Actual call center conversations!

Customer: "I've been calling 700-1000 for two days and can't get through; can you help?"

Operator: "Where did you get that number, sir?"

Customer: "It's on the door of your business."

Operator: "Sir, those are the hours that we are open."

Samsung Electronics

Caller: "Can you give me the telephone number for Jack?"

Operator: "I'm sorry, sir, I don't understand who you are talking about."

Caller: "On page 1, section 5, of the user guide it clearly states that I need to unplug the fax machine from the AC wall socket and telephone Jack before cleaning. Now, can you give me the number for Jack?"

Operator: "I think it means the telephone plug on the wall."

RAC Motoring Services

Caller: "Does your European Breakdown Policy cover me when I am traveling in Australia ?"

Operator: "Does the product name give you a clue?"

Caller (inquiring about legal requirements while traveling in Europe)

"If I register my car in France, and I take it to England, do I have to change the steering wheel to the other side of the car?"

Directory Inquiries

Caller: "I'd like the number of the Argo Fish Bar, please"

Operator: "I'm sorry, there's no listing. Are you sure that the spelling is correct?"

Caller: "Well, it used to be called the Bargo Fish Bar but the 'B' fell off the sign."

Then there was the caller who asked for a knitwear company in Woven.

Operator: "Woven? Are you sure?"

Caller: "Yes. That's what it says on the label -- Woven in Scotland ."

On another occasion, a man making heavy breathing sounds from a phone box told a worried operator:

"I haven't got a pen, so I'm steaming up the window to write the number on."

Tech Support: "I need you to right-click on the Open Desktop."

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Customer: "OK."
Tech Support: "Did you get a pop-up menu?"
Customer: "No."
Tech Support: "OK. Right-Click again. Do you see a pop-up menu?"
Customer: "No."
Tech Support: "OK, sir. Can you tell me what you have done up until this point?"
Customer: "Sure. You told me to write 'click' and I wrote 'click'."

Tech Support: "OK. At the bottom left hand side of your screen, can you see the 'OK' button displayed?"
Customer: "Wow! How can you see my screen from there?"

Caller: "I deleted a file from my PC last week and I just realized that I need it. So, if I turn my system clock back two weeks will I get my file back again?"

This is a true story from the WordPerfect Helpline, which was transcribed from a recording monitoring the customer care department. Needless to say the Help Desk employee was fired; however, he/she is currently suing the WordPerfect organization for "Termination without Cause."

Actual dialogue of a former WordPerfect Customer Support employee.
(Now I know why they record these conversations!):

Operator: "Ridge Hall, computer assistance; may I help you?"
Caller: "Yes, well, I'm having trouble with WordPerfect."
Operator: "What sort of trouble??"
Caller: "Well, I was just typing along, and all of a sudden the words went away."
Operator: "Went away?"
Caller: "They disappeared"
Operator: "Hmm. So what does your screen look like now?"
Caller: "Nothing."
Operator: "Nothing??" Caller: "It's blank; it won't accept anything when I type."
Operator: "Are you still in WordPerfect, or did you get out??"
Caller: "How do I tell?"
Operator: "Can you see the 'C:' prompt' on the screen??"
Caller: "What's a sea-prompt?"
Operator: "Never mind, can you move your cursor around the screen?"
Caller: "There isn't any cursor; I told you, it won't accept anything I type."
Operator: "Does your monitor have a power indicator??"
Caller: "What's a monitor?"
Operator: "It's the thing with the screen on it that looks like a TV. Does it have a little

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light that tells you when it's on??

Caller: "I don't know."

Operator: "Well, then look on the back of the monitor and find where the power cord goes into it. Can you see that??"

Caller: "Yes, I think so."

Operator: "Great. Follow the cord to the plug, and tell me if it's plugged into the wall."

Caller: "Yes, it is."

Operator: "When you were behind the monitor, did you notice that there were two cables plugged into the back of it, not just one??"

Caller: "No."

Operator: "Well, there are. I need you to look back there again and find the other cable."

Caller: "Okay, here it is."

Operator: "Follow it for me, and tell me if it's plugged securely into the back of your computer."

Caller: "I can't reach."

Operator: "OK. Well, can you see if it is??"

Caller: "No."

Operator: "Even if you maybe put your knee on something and lean way over??"

Caller: "Well, it's not because I don't have the right angle -- it's because it's dark."

Operator: "Dark??"

Caller: "Yes - the office light is off, and the only light I have is coming in from the window."

Operator: "Well, turn on the office light then."

Caller: "I can't."

Operator: "No? Why not??"

Caller: "Because there's a power failure."

Operator: "A power A power failure? Aha. Okay, we've got it licked now. Do you still have the boxes and manuals and packing stuff that your computer came in??"

Caller: "Well, yes, I keep them in the closet."

Operator: "Good. Go get them, and unplug your system and pack it up just like it was when you got it. Then take it back to the store you bought it from."

Caller: "Really? Is it that bad??"

Operator: "Yes, I'm afraid it is."

Caller: "Well, all right then, I suppose. What do I tell them??"

Operator: "Tell them you're too stupid to own a computer!!!"; [Joomla SEO](#)
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