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 The call center representative makes the situation even worse by making the customer feel as if he/she is the problem. The customer has to calm down or else the representative will terminate the call. The customer feels as if the representative is treating him or her as a child who does not know how to behave.²⁷ English Phrases for a Positive Call Center Experience ...
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 The Call Center Dictionary (3rd ed.) by Bodin, Madeline ...
 A facility in which an organization's telephone calls are answered and made, including helpdesk and service lines. Call centers usually use some amount of computer automation. A centralised office used for the purpose of receiving and transmitting a large volume of requests by telephone.
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 A facility for handling telephone calls from the public, as to a large corporation or institution, with staffers who, variously, answer inquiries, process orders, provide customer service or technical support, etc. A department

within a company or a third-party organization that handles telephone sales and/or service.

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A call center handling a mix of different contact types, such as inbound and outbound calls, emails, chats, social media and SMS.

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1. call center - a center equipped to handle a large volume of telephone calls (especially for taking orders or serving customers) call centre. center, centre - a building dedicated to a particular activity; "they were raising money to build a new center for research".

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This book is your guide to the technology, techniques, and trends in today's call centers. The Call Center Dictionary contains all the information you need to: Understand: Your boss, Author(s) Biography. Madeline Bodin has

been writing about call centers for over 10 years. She is a former editor of Call Center Magazine.

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A facility in which an organization's telephone calls are answered and made, including helpdesk and service lines. Call centers usually use some amount of computer automation. A centralised office used for the purpose of receiving and transmitting a large volume of requests by telephone.

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Call center definition, an office or department that makes and receives a high volume of phone calls for an enterprise, as outbound sales and telemarketing calls or inbound customer service and technical support calls.

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CALL CENTER | meaning in the Cambridge English Dictionary

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Call center | Definition of Call center at Dictionary.com

call center A communications center that manages incoming and outgoing telephone calls with customers and clients. In health care, the center may help to manage appointments and messages or may provide patients with information about illnesses, health care resources, services provided, or self-management of disease.

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