

Customer Service



Customer Support



Customer Success



Romantasy S In The Us Customer Service

Michael Brown

Romantasy S In The Us Customer Service:

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Important to Us Emily Yellin,2010-08-17 Bring up the subject of customer service phone calls and the blood pressure of everyone within earshot rises exponentially Otherwise calm rational and intelligent people go into extended rants about an industry that seems to grow more inhuman and unhelpful with every phone call we make And Americans make more than 43 billion customer service calls each year Whether it's the interminable hold times the outsourced agents who can't speak English or the multitude of buttons to press and automated voices to listen to before reaching someone with a measurable pulse who hasn't felt exasperated at the abuse neglect and wasted time we experience when all we want is help and maybe a little human kindness Your Call Is Not That Important to Us is journalist Emily Yellin's engaging funny and far-reaching exploration of the multibillion dollar customer service industry and its surprising inner workings Yellin reveals the real human beings and often surreal corporate policies lurking behind its aggravating facade After reading this first ever investigation of the customer service world you'll never view your call center encounters in quite the same way Since customer service has a role in just about every industry on earth Yellin travels the country and the world meeting a wide range of customer service reps corporate decision makers industry watchers and Internet based consumer activists She spends time at outsourced call centers for Office Depot in Argentina and Microsoft in Egypt She gets to know the Mormon wives who answer JetBlue's customer service calls from their homes in Salt Lake City and listens in on calls from around the globe at a FedEx customer service center in Memphis She meets with the creators of the yearly Customer Rage Study customer experience specialists at Credit Suisse in Zurich the founder and CEO of FedEx and the CEO of the rising Internet retailer Zappos.com Yellin finds out which country complains about service the most Sweden interviews an actress who provides the voice for automated answering systems at many big corporations and talks to the people who run a website GetHuman.com that posts codes for bypassing automated voices and getting to an actual human being at more than five hundred major companies Yellin weaves her vast reporting into an entertaining narrative that sheds light on the complex forces that create our infuriating experiences She chronicles how the Internet and global competition are forcing businesses to take their customers' needs more seriously and offers hope from people inside and outside the globalized corporate world fighting to make customer service better for us all Your Call Is Not That Important to Us cuts through corporate jargon and

consumer distress to provide an eye opening and animated account of the way companies treat their customers how customers treat the people who serve them and how technology globalization class race gender and culture influence these interactions Frustrated customers smart executives and dedicated customer service reps alike will find this lively examination of the crossroads of world commerce the point where businesses and their customers meet illuminating and essential **Sweet Tempo** James P. Kain,2009-05 From the Prologue of Sweet Tempo Call me Stephen Please Mom and dad call me Little Stevie an embarrassment made worse by the fact that there is no Big Stevie in our family unless you consider Uncle Steve who we haven t seen since my first communion My dad Leopold by the way named me after one of his army buddies who died in the Pacific campaign of WWII I think he wanted me to be Little Stevie reincarnated or something I often disappointed him It s just as well that he didn t call me Little Leo But it s having the Little attached to me all my life that gave me twitches I always wondered when I would grow up I thought it might happen when I first went to college but my mom s letters and phone calls spread the name through all the dorms and hallways It took a major decision the only one at that for me to step out of Little Stevie s pantaloons and into gabardine trousers of adulthood although I really don t know what gabardine is for I still wear denim When I decided that I had enough of college and wanted to travel they surprised me by not arguing At that point I wasn t sure if I had made the decision or they had but once they set me free I was cornered into going Decisions do not come easily to Little Stevie so it was with great ironies and twists of fate that this decision would lead me to this My trip began as an adventure and this book a travelogue But as Providence would have it it soon became a romance and then some twisty sort of unromance then I wish it never happened a tragedy The reader I hope sees a comedy in tragic guise the irony is there to taste Much that is written here need not have been written my preference is that none of it occurred At this point much seems like a nightmare within a dream and in fact the dreams I had while on this trip were as real as sin You ll see There are times that I wonder if it happened at all But the story here needs to be told if only to honor the memory of love lost Perhaps the story will entertain but it also serves as therapy and treatment for the tragic minded and chronically romantic I wonder now if this is what it means to grow up Cosmopolitan ,1991-07

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