

Call Centre Stories

Customer: "I've been ringing 0700 2300 for two days and can't get through to enquiries, can you help?"

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

Customer: "It was on the door to the Travel Centre".

Operator: "Sir, they are our opening hours".

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 you mean the telephone point on the wall".

RAC Motoring Services

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

Operator: "Doesn't the product name give you a clue?"

Caller (enquiring about legal requirements while travelling in France): "If I register my car in France, do I have to change the steering wheel to the other side of the car?"

Directory Enquiries

Caller: "I'd like the number of the Argoed Fish Bar in Cardiff please".

Operator: "I'm sorry, there's no listing. Is the spelling correct?"

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

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".

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'".
