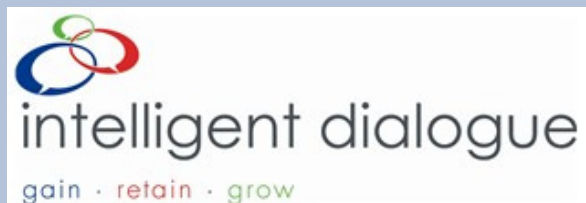


"Your call is important to us...."

Top 10 hates when dealing with call centres

	%
Being passed around departments with no-one taking ownership for the call	14%
Not being able to understand what someone is saying because of their accent or use of technical jargon	12.2%
Long waiting times	12.1%
People not listening to what you say and therefore giving you an answer that doesn't solve your query	9.8%
Never getting through to the same person and having to explain the situation again	9.3%
Not knowing how long before your call will be answered	7.3%
Press 1 for x, 2 for y	7.2%
People who do not know the answer to the query	5.6%
Lack of apology when things go wrong	5%
Entering your details into the phone key pad and then being asked for the same information when you get through to a person	4.6%

Use this information to inform your team meetings or your training sessions. Keep them credible by quoting your source.
Survey undertaken 2008



www.intelligentdialogue.com
0845 450 0988