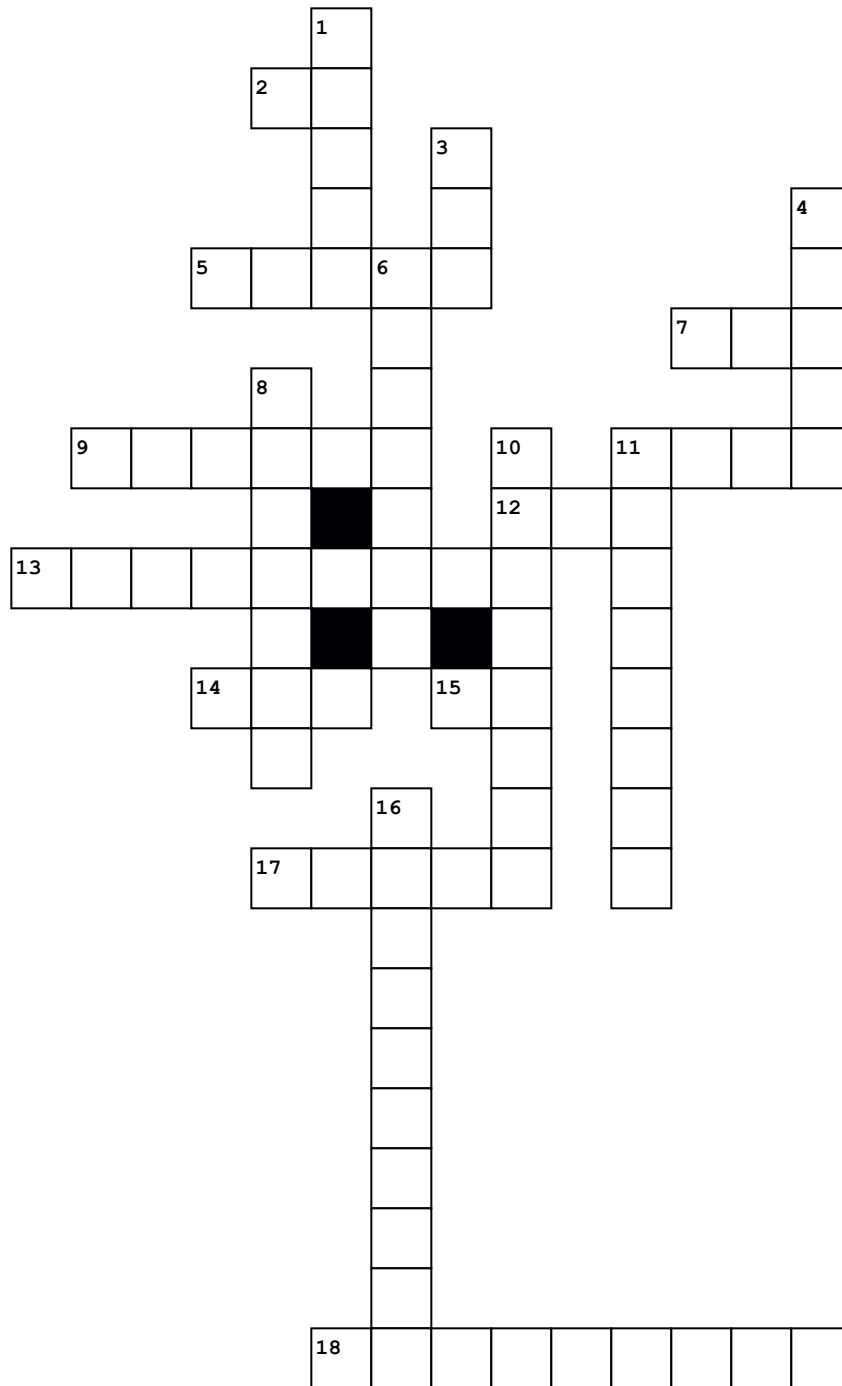


Call Center Vocabulary



Across

2. The activities put in place by a company or organization to ensure that the quality requirements for a product or service are achieved.
5. Also known as a telephone/customer service representative (CSR) or Brand Specialist. Handles customer interactions and contacts in the call center.

Down

1. Provided by the company to identify you, it has your picture and ID.
3. measures the average length of an interaction, including hold time, talk time and after-call work.
4. the schedule you have from 7am to 4pm.
6. sometimes known as the transition stage, is the point at which new call center hires are finished

7. Calibrates performance of an organization through the monitoring and analysis of integral metrics.
9. the owners of the service you work for.
11. used to calibrate the product delivered against the customer's anticipation for the product, is expressed as a percentage with 100 percent reflecting complete customer satisfaction.
12. You can go home earlier but you don't get paid.
13. measures the ability of a Brand Specialist to stay committed to his or her schedule.
14. The Brand Specialist activity that directly follows a call, email, chat, social media or SMS inquiry.
15. people in charge of fixing any computer problem.
17. Sequencing process where a call, email, chat, social media or SMS inquiry is held until a Brand Specialist is available to accept the interaction.
18. work at night

with their classroom training and are beginning to take some calls, but their onboarding is still incomplete, and they need quite a lot of observation and guidance.

8. the areas you are evaluated in.
10. work before/after your shift (means more money).
11. Communicating with someone for the direct purpose of improving the person's on-the-job performance or behavior.
16. also the supervisor.