

Call Center Interview Questions and Answers



Call Center Interview Questions

People working in a call center have to be prepared for almost anything. Are you prepared for your call center [interview questions and answers](#)? If not, here's a call center interview questions and answers sample.

Q: Describe the perfect call center worker.

A: A combination of calm, authoritative, and polite, a call center worker can get at the heart of a person's problems, and be likable while doing so.

The interviewer wants to see what you're striving to become, if you're striving to become the best call center worker you can be.

Q: What is BPO? What is its relationship to call centers?

A: BPO stands for Business Process Outsourcing. Call centers are a part of BPO.

The interviewer wants to know that you understand the broader picture.

Q: What is your greatest strength?

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JA Banks



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