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Top 50 Call Center Interview Questions & Answers

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Following are the most common Call Center Job Interview questions and answers for freshers as well as experienced professionals.

1) What do you know about the Call Center Industry?

The call center is a service desk, where the customer associate handles a large volume of calls to render services to the client.

2)What are the types of the call center? What is the difference between them?

The types of a call center are

- Inbound Call Center
- Outbound Call Center

Inbound Call Center: In an inbound call center, customer associate will receive the calls regarding the customer's queries or demands. For example, Customer is calling a Telecom Company to know the current tariff on internet service they provide.

Top 50 Call Center Interview Questions Answers

M Woodhall



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