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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

**Jin-Ying Zhang**



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