STRESS

Grade 10
What is a Call Center?

- A call center is an office where a company’s inbound calls are received or outbound calls are made.

- Call centers are often large offices staffed with representatives who either make or receive phone calls.

- Depending on the size of the call center, a single office could have anywhere from a few dozen to hundreds of telephone staff.
What is a Call Center?

- A call center is an office where a company handles customer inquiries or information or retail sales.
- Call centers are often staffed by customer service representatives who offer sales or receive product calls.
- Depending on the area of the call center, a single caller may speak with several different operators or supervisors.

[Image of a call center presentation slide]
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- Call centers are offices where representatives make or receive calls.
- Depending on the call center, there could be a few or many telephones.