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Top 20 Call Center Interview Questions

- Q1) Why Is There A Need To Set Up A Call Center?**
- Q2) Why Is Customer Satisfaction So Important?**
- Q3) How Will You Handle A Situation In Which A Customer Is Angry With The Services?**
- Q4) How Do You Handle High Volumes of call in a day?**
- Q5) Are You Willing To Perform Clerical Duties Too?**
- Q6) Are You Willing To Work In Night Shift With Us?**
- Q7) What Languages Can You Speak?**
- Q8) What Do You Know About A Teamwork Culture?**
- Q9) How Prepared Are You To Work From Home?**
- Q10) Why Is Customer Feedback Necessary After Every Call?**
- Q11) How Do You Greet A Customer?**
- Q12) Explain Action If Your Customer Is Not Happy With The Resolution Provided By You?**
- Q13) In Your Opinion, What Is The Biggest Bottleneck In Better Customer Service?**
- Q14) Are You Aware Of Customer Service Tools? If Yes, Name At Least Three.**
- Q15) What Are The Two Modes/Types/Variations Of Call Center?**
- Q16) Why Should We Hire You For Our Company?**
- Q17) What Do You Mean By Chat Process?**
- Q18) Why You Chose Us?**
- Q19) People Say Call Center Is A Boring Job. Do You Enjoy Working In A Call Center?**
- Q20) Tell Us, What Is Your Best Strength?**



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Q21) How Will You Handle A Situation In Which A Customer Abuses You?

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