

## 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?**

**A:** I have a good, strong voice.

The interviewer wants to know what you think you bring to the table.

#### **Q: What is your greatest weakness?**

**A:** I sometimes get upset when I can't answer people's questions or fix their problems. I'm trying to work on this perfectionism.

The interviewer wants to see that you know your weaknesses, and that you're taking steps to fix them.

### **Q: Are you comfortable handling multiple lines?**

**A:** Absolutely.

The interviewer wants to make sure that you understand the full scope of your responsibilities.

### **Q: How do you handle belligerent callers?**

**A:** I try to let them vent, while also informing them that I can only listen if they make sure not to swear/be abusive. After that, I try and fix the problem that got them so worked up in the first place.

The interviewer wants to know that you can keep your cool..

### **Q: What is it that makes you want to work at a call center?**

**A:** I think I'd be good at it. I'm calm, patient, and I enjoy talking to new people.

The interviewer wants to understand what's motivating you going into the job. If it's a realistic motivation, they want to see that it'll motivate you for years.

### **Q: Would you consider yourself a team player?**

**A:** Yes, I think it's very important that I'm able to have a good, working relationship with my colleagues. There's a lot for me to learn -- and maybe even a bit for them to learn -- if we can come together and compare notes on what works and what doesn't. A team is always more powerful than an individual.

The way you interact with a team indicates how you might interact with people in general.

### **Q: Would you have a problem working the night shift?**

**A:** Not at all. I'm available whenever I'm needed.

Some call centers run 24 hours a day, which means that they need people who are willing to work the night shift. Flexibility is a real plus here.

### **Q: What sort of salary are you looking for?**

**A:** Roughly \$40,000 a year.

This question shows how much you value yourself, and it also opens the doors for salary negotiations.

We hope you enjoyed this call center interview question and answer. If you study call center or

## Interview QA

<http://www.interview-qa.com>

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[accountant interview questions with answers](#), it should be a no-brainer to succeed in the interview.

### Resources:

<http://www.careerride.com/call-center-interview-questions.aspx>

<http://jobsearch.about.com/od/call-center-interview/>

<https://blog.udemy.com/call-center-interview-questions/>

<http://www.best-job-interview.com/call-center-interview.html>

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