

Sprint



HOW TO CONTACT SPRINT CUSTOMER SERVICE



Sprint Customer Service Call Center

N Noddings



Sprint Customer Service Call Center:

The Call Center Handbook Keith Dawson, 2007-03-30 This book is for people who work in a call center and common traits the call center location must offer It contains practical observations about how to use particular technologies and ideas about how to run the call center which has become its own corporate discipline **Disconnected** Debbie J. Goldman, 2024-08-20 Call center employees once blended skill and emotional intelligence to solve customer problems while the workplace itself encouraged camaraderie and job satisfaction Ten years after telecom industry deregulation management had isolated the largely female workforce in cubicles imposed quotas to sell products and installed surveillance systems that tracked every call and keystroke Debbie J Goldman explores how call center employees and their union fought for good humane jobs in the face of degraded working conditions and lowered wages As the workforce coalesced to resist the changes it demanded the Communications Workers of America CWA fight for safe and secure good paying jobs But trends in technology capitalism and corporate governance combined with the decline of unions narrowed the negotiating options for workers Goldman describes how the actions of workers management and policymakers shaped the social impact of the new digital technologies and gave new form to the telecommunications industry in a time of momentous change Perceptive and nuanced *Disconnected* tells an overlooked story of service workers in a time of change **Your Call Is (Not That) Important to Us** Emily Yellin, 2010-08-17 Bring up the subject of customer service phone calls and the blood pressure of everyone within earshot rises exponentially Otherwise calm rational and intelligent people go into extended rants about an industry that seems to grow more inhuman and unhelpful with every phone call we make And Americans make more than 43 billion customer service calls each year Whether it s the interminable hold times the outsourced agents who can t speak English or the multitude of buttons to press and automated voices to listen to before reaching someone with a measurable pulse who hasn t felt exasperated at the abuse neglect and wasted time we experience when all we want is help and maybe a little human kindness *Your Call Is Not That Important to Us* is journalist Emily Yellin s engaging funny and far reaching exploration of the multibillion dollar customer service industry and its surprising inner workings Yellin reveals the real human beings and often surreal corporate policies lurking behind its aggravating facade After reading this first ever investigation of the customer service world you ll never view your call center encounters in quite the same way Since customer service has a role in just about every industry on earth Yellin travels the country and the world meeting a wide range of customer service reps corporate decision makers industry watchers and Internet based consumer activists She spends time at outsourced call centers for Office Depot in Argentina and Microsoft in Egypt She gets to know the Mormon wives who answer JetBlue s customer service calls from their homes in Salt Lake City and listens in on calls from around the globe at a FedEx customer service center in Memphis She meets with the creators of the yearly Customer Rage Study customer experience specialists at Credit Suisse in Zurich the founder and CEO of FedEx and the CEO of the rising Internet retailer Zappos com Yellin finds out

which country complains about service the most Sweden interviews an actress who provides the voice for automated answering systems at many big corporations and talks to the people who run a website GetHuman.com that posts codes for bypassing automated voices and getting to an actual human being at more than five hundred major companies Yellin weaves her vast reporting into an entertaining narrative that sheds light on the complex forces that create our infuriating experiences She chronicles how the Internet and global competition are forcing businesses to take their customers needs more seriously and offers hope from people inside and outside the globalized corporate world fighting to make customer service better for us all Your Call Is Not That Important to Us cuts through corporate jargon and consumer distress to provide an eye opening and animated account of the way companies treat their customers how customers treat the people who serve them and how technology globalization class race gender and culture influence these interactions Frustrated customers smart executives and dedicated customer service reps alike will find this lively examination of the crossroads of world commerce the point where businesses and their customers meet illuminating and essential

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The Human Brand Chris Malone,Susan T. Fiske,2013-10-07 Why we choose companies and brands in the same way that we unconsciously perceive judge and behave toward one another People everywhere describe their relationships with brands in a deeply personal way we hate our banks love our smartphones and think the cable company is out to get us What's actually going on in our brains when we make these judgments Through original research customer loyalty expert Chris Malone and top social psychologist Susan Fiske discovered that our perceptions arise from spontaneous judgments on warmth and competence the same two factors that also determine our impressions of people We see companies and brands the same way we automatically perceive judge and behave toward one another As a result to achieve sustained success companies must forge genuine relationships with customers And as customers we have a right to expect relational accountability from the companies and brands we support Applies the social psychology concepts of warmth what intentions others have toward us and competence how capable they are of carrying out those intentions to the way we perceive and relate to companies and brands Features in depth analyses of companies such as Hershey's Domino's Lululemon Zappos Amazon Chobani Sprint and more Draws from original research evaluating over 45 companies over the course of 10 separate studies The Human Brand is essential reading for understanding how and why we make the choices we do as well as what it takes for companies and brands to earn and keep our loyalty in the digital age

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