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14 Interview Questions and Answers for a Call Center Operative/Agent

- Why do you want to work in a call center?
- This job is repetitive. What would motivate you to do it well for a long time?
- How can we ensure that you will not leave our company after one week?
- What do you want to accomplish on this position?
- What do you believe is a main duty of a call center operator?
- How will you deal with a client who does not want to talk to you at all?
- How would you deal with an angry client?
- How do you feel about making a cold call (calling someone who knows nothing about you and about our offer)?
- In our work, we sometimes spend eight hours a day on a phone. How do you feel about doing that?
- This is our product (They show you a product or read a description of a service). Tell me why someone should buy it.
- Which hours can you work? Would you mind working forty hours per week?
- When are you able to start?
- Why should we hire you?
- Do you have any questions?

Source and answers to the questions: <https://www.interviewpenguin.com/call-center-interview-questions/>

Call Center Interview Questions And Answers For Fresh Graduates

Annelies Wilder-Smith



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