

Call Center Agent Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an experience in which you effectively operated a telephone switchboard.
3. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
5. Provide an effective method you have used to greet patrons, determine nature of visits, and direct them to destinations.
6. What is the key to success when communicating with the public.
7. Provide an example when your ethics were tested.
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Please share an experience in which you presented to a group. What was the situation and how did it go?
10. Name a time when your patience was tested. How did you keep your emotions in check?