

Call Center Agent Interview Questions

1. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

2. Provide an experience in which you effectively explained products or services and answered customers' questions.

3. Please share an experience in which you presented to a group. What was the situation and how did it go?

4. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

5. Share an effective method you have used to deliver prepared sales talks to persuade potential customers to purchase products or services or make donations.

6. Provide an example when your ethics were tested.

7. Provide a time when you dealt calmly and effectively with a high-stress situation.

8. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

9. Provide an example of when you were persistent in the face of obstacles.

10. Share an experience you had in dealing with a difficult person and how you handled the situation.

11. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

12. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

13. Name a time when your patience was tested. How did you keep your emotions in check?

14. Share an experience in which your attention to detail and thoroughness had an impact on your last

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company.

15. Describe the sources you have used to obtain names and telephone numbers of potential customers.

16. Share an experience in which your adjustment of a sales script helped you to better target the needs or interests of an individual.

17. What is the state of your records of contacts, accounts, and/or orders? Name one thing you would like to improve.

18. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

19. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

20. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

21. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

22. Share an experience in which you conducted client or market surveys.

23. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

24. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

25. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

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26. Share an experience when you applied new technology or information in your job. How did it help your company?

27. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

28. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

29. Share an experience in which your willingness to lead or offer an opinion helped your company.

30. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)