

Top 50 Call Center Interview Questions and Answers (2024)

By Michael Cavoulacos · Last Updated on January 27, 2024

Here are Call Center interview questions and answers for fresher as well as experienced candidates to get their dream job.

1) What do you know about the Call Center Industry?

The call center is a service desk, where the customer associate handles a large volume of calls to render services to the client.

2) What are the types of the call center? What is the difference between them?

The types of a call center are

- Inbound Call Center
- Outbound Call Center

Inbound Call Center: In an inbound call center, customer associate will receive the calls regarding the customer's queries or demands. For example, Customer is calling a Telecom Company to know the current tariff on internet service they provide.

Outbound Call Center: In an outbound call center, customer associate will make calls to their customer, regarding business or sales related. Example: When you receive a call from a bank offering a personal loan.

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3) What is a call center job according to you?



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