

Multimedia Call Center

Set Up and Operation Guide

Call Center User Manual

Madeline Bodin



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Language of Outsourced Call Centers Eric Friginal, 2009-02-25 The Language of Outsourced Call Centers is the first book to explore a large scale corpus representing the typical kinds of interactions and communicative tasks in outsourced call centers located in the Philippines and serving American customers The specific goals of this book are to conduct a corpus based register comparison between outsourced call center interactions face to face American conversations and spontaneous telephone exchanges and to study the dynamics of cross cultural communication between Filipino call center agents and American callers as well as other demographic groups of participants in outsourced call center transactions e g gender of speakers agents experience and performance and types of transactional tasks The research design relies on a number of analytical approaches including corpus linguistics and discourse analysis and combines quantitative and qualitative examination of linguistic data in the investigation of the frequency distribution and functional characteristics of a range of lexico syntactic features of outsourced call center discourse

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