



"Your call is important to us..."

Top 10 hates when dealing with contact centres

Being passed around departments with no-one taking ownership for the call 14%

Not being able to understand what someone is saying because of accents or use of technical jargon 12.2%

Long waiting times 12.1%

People not listening to what you say & therefore giving you an answer that doesn't solve your query 9.8%

Not getting through to the same person & having to explain the situation again 9.3%

Not knowing how long before your call will be answered 7.3%

Press 1 for x, 2 for y 7.2%

People who don't know the answer to the query 5.6%

Lack of apology when things go wrong 5%

Entering your details into the phone keypad & the being asked for the same information 4.6%

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