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Customer Service?

Verizon Fios Customer Service Problems

Robert R. Redfield



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Your Call Is (Not That) Important to Us Emily Yellin, 2010-08-17 Bring up the subject of customer service phone calls and the blood pressure of everyone within earshot rises exponentially Otherwise calm rational and intelligent people go into extended rants about an industry that seems to grow more inhuman and unhelpful with every phone call we make And Americans make more than 43 billion customer service calls each year Whether it's the interminable hold times the outsourced agents who can't speak English or the multitude of buttons to press and automated voices to listen to before reaching someone with a measurable pulse who hasn't felt exasperated at the abuse neglect and wasted time we experience when all we want is help and maybe a little human kindness *Your Call Is Not That Important to Us* is journalist Emily Yellin's engaging funny and far reaching exploration of the multibillion dollar customer service industry and its surprising inner workings Yellin reveals the real human beings and often surreal corporate policies lurking behind its aggravating facade After reading this first ever investigation of the customer service world you'll never view your call center encounters in quite the same way Since customer service has a role in just about every industry on earth Yellin travels the country and the world meeting a wide range of customer service reps corporate decision makers industry watchers and Internet based consumer activists She spends time at outsourced call centers for Office Depot in Argentina and Microsoft in Egypt She gets to know the Mormon wives who answer JetBlue's customer service calls from their homes in Salt Lake City and listens in on calls from around the globe at a FedEx customer service center in Memphis She meets with the creators of the yearly Customer Rage Study customer experience specialists at Credit Suisse in Zurich the founder and CEO of FedEx and the CEO of the rising Internet retailer Zappos.com Yellin finds out which country complains about service the most Sweden interviews an actress who provides the voice for automated answering systems at many big corporations and talks to the people who run a website GetHuman.com that posts codes for bypassing automated voices and getting to an actual human being at more than five hundred major companies Yellin weaves her vast reporting into an entertaining narrative that sheds light on the complex forces that create our infuriating experiences She chronicles how the Internet and global competition are forcing businesses to take their customers needs more seriously and offers hope from people inside and outside the globalized corporate world fighting to make customer service better for us all *Your Call Is Not That Important to Us* cuts through corporate jargon and consumer distress to provide an eye opening and animated account of the way companies treat their customers how customers treat the people who serve them and how technology globalization class race gender and culture influence these interactions Frustrated customers smart executives and dedicated customer service reps alike will find this lively examination of the crossroads of world commerce the point where businesses and their customers meet illuminating and essential

FCC Record United States. Federal Communications Commission, 2018 *Satisfaction Guaranteed:* Ernst G. Frankel, 2013-07-15 This book is a critical review of the problems that caused America's decline in economic strategic and

cultural leadership How American Salesmanship and Marketing Doomed Its Economy and Leadership Role By Encouraging Unfettered Consumption and Debt while Undermining Growth and Social Justice **Network World** ,2001-01-29 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce Federal Register ,2013-03 **Network World** ,2001-06-25 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce *Internet Policies and Issues* B. G. Kutais,1999 In the ever changing realm of the Internet lawmakers face a steady stream of new areas potentially requiring regulation and oversight This book is part of a series exploring the dynamic universe of the 21st century Collected here are papers discussing the wide range of topics impacting Internet expansion E commerce computerised voting and cyber security threats Such a selection makes this volume important to developing an overview of the key issues in the dynamic and wired world **Wage and Hour Cases** ,2007 Text of opinions of Federal and State Courts and administrative tribunals under statutes relating to minimum wages maximum hours overtime compensation child labor equal pay wage stabilization with tables of cases **How Will the Proposed Merger Between AT & T and T-Mobile Affect Wireless Telecommunications Competition?** United States. Congress. House. Committee on the Judiciary. Subcommittee on Intellectual Property, Competition, and the Internet,2011 **S. 2686, the Communications, Consumer's Choice, and Broadband Deployment Act of 2006: S. 2686, the Communications, Consumer's Choice, and Broadband Deployment Act of 2006, May 18, 2006** United States. Congress. Senate. Committee on Commerce, Science, and Transportation,2011 *S. 2686, the Communications, Consumer's Choice, and Broadband Deployment Act of 2006* United States. Congress. Senate. Committee on Commerce, Science, and Transportation,2011 **The Broadband Problem** Charles H. Ferguson,2004-04-21 As the Internet revolution continues to unfold and transform telecommunications pressure is building for faster less expensive and more widely accessible broadband service Such a development would facilitate improved and less expensive traditional applications such as voice telephony and web browsing It would also enable new and useful applications such as Internet based television videoconferencing and software distribution Broadband has great potential to improve efficiency and productivity even to improve national security in some cases Broadband service and affordability however have consistently lagged well behind demand and progress in information technology with damaging results The Internet revolution remains incomplete and threatens to stagnate if the situation continues In The Broadband

Problem economist and technology entrepreneur Charles H Ferguson explains the causes and ramifications of this damaging bottleneck and he offers suggestions on improving the current state of affairs He asserts that current telecommunications law and policy have not provided sufficient levels of new entry competition and innovation in the local telecom market The continuing dominance of ILECs incumbent local exchange carriers in that market impedes the healthy and much needed development of an efficient broadband market The result of these policy and market failures is inadequate technological progress innovation and productivity in advanced Internet services and telecommunication services generally The broadband problem is holding us back and thus must be addressed and solved With this important volume Charles Ferguson has contributed mightily to that mission

Corporate Communication Joep Cornelissen,2023-10-14 This popular market leading textbook for corporate communication continues to be the authoritative and definitive textbook for students and educators The text has been updated to include changes to the workplace in light of the Covid 19 pandemic and the impact of hybrid working on employee communication the ongoing impacts of digital disruption and transformation on corporate communication at the advent of the metaverse and alongside consideration of popular newer social media the increasing focus on sustainability societal impact purpose and corporate social responsibility and the importance of social justice and inclusion within organizations and how these relate to organizational communication Updated case studies include Starbucks Amazon Microsoft and British Airways This textbook is essential reading for communication courses including corporate communication organizational communication management communication strategic communication and public relations Joep Cornelissen is Professor of Corporate Communication and Management at Rotterdam School of Management Erasmus University

Plunkett's E-Commerce and Internet Business Almanac 2007 Jack W. Plunkett,2007-02 Serves as a guide to the E Commerce and Internet Business worldwide This volume features data you need on E Commerce and Internet Industries including E Commerce statistics and trends Internet research and development Internet growth companies online services and markets online retailing strategies and more

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Tribal Telecommunications Issues United States. Congress. Senate. Committee on Commerce, Science, and Transportation,2004

[Fiber optics weekly update](#) , [Digital Millennium Copyright Act - 2005 Supplement](#) ,2005

MCSA Microsoft Windows 8.1 Complete Study Guide Jeffrey R. Shapiro,Darril Gibson,2015-05-04 Over 90% of all personal computing devices run on Windows and those certified on the newest version will be in high demand This comprehensive resource prepares candidates to master all the exam objectives for the Microsoft Certified Solutions Associate MCSA Windows 8 1 exams 70 687 and 70 688 as well as the Upgrade exam 70

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