

HOW DO YOU CONNECT?

CALLING INDIA

Have you ever had an encounter with a call center located in India?

- a. yes
- b. no
- c. I have connected to a call center located in another country.

Were your questions or concerns addressed effectively?

- a. yes
- b. no
- c. to some extent

In what areas do you think call centers excel?

- a. familiarity with the issue
- b. technical expertise in terms of devising a solution
- c. clarity of communication