

## A 'Super-Agent', but not as I imagined it...

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Two things came together last week. Firstly, I was talking to a client about 'super-agents'- those who are trained to handle all types of calls, no matter how complicated or what the channel of contact is, that come into a centre. Secondly, I have written before of my hatred for fraudulent callers who try and convince me that there is something wrong with my internet service, and then try to sell me some product to 'fix' it. I usually get them off the phone immediately, but occasionally I humour myself by stringing them along for a few minutes before telling them that I know what they are up to, at which point they usually just terminate the call.

Not 'Mark', though, who called me 'from Talk Talk', and, through broken English, proceeded to tell me that my service was being hacked from China. As I strung him along, we established that it might have been my son, who was on holiday there and had my computer with him, and so on. The call got sillier, until Mark twigged that I might be having him on. Suddenly his English improved, as he was quickly able to describe me using a well-known, four-letter Anglo-Saxon word as an adverb, noun, and adjective, and finally in verb form to tell me that he - how shall I put this? - had had carnal relations with my mother, my sister and my daughter in that order! How's that for a super-agent?!

Incidentally, my 88-year old mother denies any knowledge of Mark, so I imagine he was lying about that as well.

But on a serious note, is there anything we can do about these callers? They are the lowest of the low, and while I am smart enough to know what they are at, there must be enough victims out there who are successfully scammed for them to keep doing it. It also does nothing for the image of our industry. It has to be stopped.