



Operations Online: Function: Client Service: Faking It

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Welcome to Faking It

Earlier this year members of the Contact Centre based in Glasgow and the Isle of Man volunteered to participate in some rather unusual role plays.

These people agreed to be filmed in order to help their colleagues understand the importance of being extra vigilant when handling calls in order to catch fraudsters impersonating our Clients!

Last month the video clips captured were distributed to all members of the Contact Centre and received very positive feedback so if you were involved you should be proud of your efforts!

To take a look at the videos select the below buttons;

Video One	Video Two	Video Three	Video Four	Video Five
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If you have any questions or want to find out more about this email [Operational Excellence](#)

