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to increase your phone's security to reduce the odds you'll be attacked. Signs your phone may have a virus. Smartphones are vulnerable to malicious software, usually called ...

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To prevent this, the skillful phone rep fills his listening with verbal nods. Tip: Throw in the occasional "ah, yes", to let the other side know you're still there. These tips are tailored to phone support only. For more

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general tips, check out our posts on communication techniques, customer service techniques, and difficult service scenarios.

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While you are talking, follow good phone

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interview etiquette and make sure that your phone battery is not about to run out, and that your roommate is not planning to run the vacuum. You must be able to concentrate. One other piece of advice? Remember to remember to smile as you do the interview and either stand or sit up straight. Believe it or not, it makes a

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difference in the sound of your voice, especially when you talk about achievements or express enthusiasm about the company.

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