

## Client's Article for Translation

"什么叫做不简单？就是把简单的事情千百遍都做好，就是不简单；什么叫做不容易？就是大家都认为非常容易的事情非常认真地去做好它，就是不容易。"

在其他部门看来电话中心是一个工作非常简单的部门，每天就是接听用户的电话，将信息及时的传递到相关部门予以解决。当我初次进入电话中心的时候也是这样想的，但是，工作一段时间之后才发现，这份工作完全与想象中的不一样。随着公司产品销量的快速增长，加上中心工作内容的增加，导致中心的电话几乎没有淡旺季之分了，每天特别是上午的电话量明显增多，下午的量只是相对来说较少，但仍有很多的自接信息需要我们及时输入到电脑中，所以每天的工作时间安排的非常紧。有时会感觉每天的工作比较枯燥，难免会产生一些抵触的情绪。但在我们电话中心有一些工作已达三年之久的咨询员，工作积极性仍很高，每天都能以高涨的情绪，热情的服务来对待每一位用户的来电。

## After Translation

"What is not simple? It is getting simple things done properly over and over again for thousands of times. That is not simple. What is not easy? It is to complete things that we all think are easy very earnestly, that is not easy.

A lot of people think that the work at call centre is very simple, where every day the work was to answer the user's telephone and delivery the message to the relevant departments to be addressed. When I first went into the call center, I was also thinking like this, however, after a period of time I discovered that this job was as not same as I have imagined. With the rapid growth in product sales, combined with the increase in content of call center's work, leading to the telephone center almost no peak or off peak seasons, and especially in the morning, the volume of calls increased significantly, there were fewer numbers of call in the afternoon, but there is still a lot of self-access the information needs of our timely input to the computer. So the daily working time arrangements are very tight. Sometimes the work would make you feel very dry, it will inevitably produce some conflicting emotions. But in our call center, there are some consultant have been working there for as long as three years, for them, the working enthusiasm is still very high, and providing enthusiastic service to every call users on daily working basis.

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