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noun Geometry. the middle point, as the point within a circle or sphere equally distant from all points of the circumference or surface, or the point within a regular polygon equally distant from the vertices. a point, pivot, axis, etc., around which anything rotates or revolves: The sun is the center of the solar system.
verb (used with object)

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Call center responsiveness assess the average number of seconds in response to calls to call centers, measured as: Average speed of response= $(\text{Sum}(\text{Answer speed} * \text{Call volume})) / (\text{Sum}(\text{Call volume}))$ Quality improvement goal is for the average speed to answer at less than or equal to 30 seconds combined at the facility level for all call center types.

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The call center representative makes the situation even worse by making the customer feel as if he/she is the problem. The customer has to calm down or else the representative will terminate the call. The customer feels as if the representative is treating him or her as a child who does not know how to behave.

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call center. A communications center that manages incoming and outgoing telephone calls with customers and clients. In health care, the center may help to manage appointments and messages or may provide patients with information about illnesses, health care resources, services provided, or self-management of disease. See also: center.

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