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TECH | PERSONAL TECH | PERSONAL TECHNOLOGY

How to Get a Human Customer-Service Rep Every Time

Want to summon a live operator? Try cursing at the robot

By **JOANNA STERN**

Sept. 6, 2016 12:21 p.m. ET

“I’m sorry, I didn’t understand that.”

“I’ll need more information before connecting you.”

“I still didn’t understand.”

Life is too short to battle customer-service droids. Fortunately, defeating the robots and getting straight to a real, live, breathing human being is easier than you’d think.

Download the free GetHuman app (available for iOS and Android) or visit gethuman.com/phone-number. Type in the company you want to reach and it will provide the customer service number and the right combination of numbers to input to reach a representative. It isn’t always a simple “0.” When I called Dell, for instance, the secret code was 0. then 0. then 6. then one final 0.

Even better, GetHuman can help you avoid the terrible hold music. In the app, select the “Call Me Back” option, input your phone number and GetHuman will connect you directly with the company when the next customer service rep is free. It’s worked successfully for me when trying to contact United Airlines and Apple.

(At GetHuman’s website, the company pitches a paid service: You hire a person to call the company, wait on hold for you—then argue with representatives on your behalf.)

If all that fails, or if you’ve already picked up the phone and can’t get to the app, you can always try cursing. It’s true: Many interactive voice response systems are all ears for swear words and shouting. “Well excuuuuuse me. I’ll connect you with the next available operator.”

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