

Table of contents

 <https://doi.org/10.1075/pbns.143.toc>

Pages v–x of

Calling for Help: Language and social interaction in telephone helplines

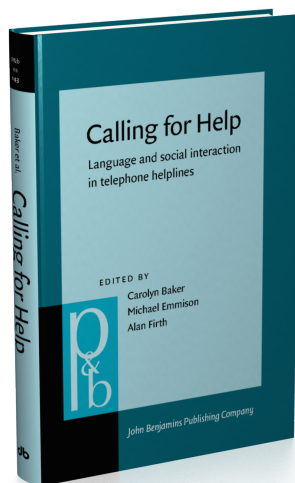
Edited by Carolyn Baker, Michael Emmison and Alan Firth

[Pragmatics & Beyond New Series, 143] 2005. xviii, 352 pp.

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In memory of Carolyn Baker
With affection and respect

Table of contents

Notes on contributors	XI
Preface	XV
CHAPTER 1	
Calling for help: An introduction	1
<i>Alan Firth, Michael Emmison and Carolyn Baker</i>	
I. Technical assistance	
CHAPTER 2	
Calibrating for competence in calls to technical support	39
<i>Carolyn Baker, Michael Emmison and Alan Firth</i>	
CHAPTER 3	
Collaborative problem description in help desk calls	63
<i>Hanneke Houtkoop, Frank Jansen and Anja Walstock</i>	
CHAPTER 4	
The metaphoric use of space in expert-lay interaction about computing systems	91
<i>Wilbert Kraan</i>	
II. Emotional support	
CHAPTER 5	
The mitigation of advice: Interactional dilemmas of peers on a telephone support service	109
<i>Christopher Pudlinski</i>	

CHAPTER 6

- Four observations on openings in calls to *Kids Help Line* 133
Susan Danby, Carolyn Baker and Michael Emmison

CHAPTER 7

- 'I just want to hear somebody right now': Managing identities
on a telephone helpline 153
Hedwig te Molder

III. Healthcare provision

CHAPTER 8

- Callers' presentations of problems in telephone calls to Swedish
primary care 177
Vesa Leppänen

CHAPTER 9

- Constructing and negotiating advice in calls to a poison
information center 207
Håkan Landqvist

IV. Consumer assistance

CHAPTER 10

- Opportunities for negotiation at the interface of phone calls and
service-counter interaction: A case study 237
Denise Chappell

CHAPTER 11

- Institutionality at issue: The helpline call as a 'language game' 257
Brian Torode

V. Aspects of call management

CHAPTER 12

- Some initial reflections on conversational structures
for instruction giving 287
Ged M. Murtagh

CHAPTER 13

Working a call: Multiparty management and interactional infrastructure in calls for help	309
<i>Jack Whalen and Don H. Zimmerman</i>	

Name index	347
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Subject index	349
---------------	-----

