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Sommario/riassunto	Call centres have become a near-ubiquitous site of employment in our late capitalist world, with over a million people working there in the United Kingdom alone. The call centre has become synonymous with low-paid, high-stress work under dictatorial supervision and precarious contracts. In this book, Jamie Woodcock draws on time spent employed in a non-unionised call centre to take the public beyond anecdotal impressions to a true picture of what work is like there. Focusing in particular on methods of control and resistance within the highly regulated environment, Woodcock shows how call centres have become sadly emblematic of the post-industrial service economy.