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LECTURE:

ROUND-TABLE DISCUSSION

SECTION: CALL CENTER

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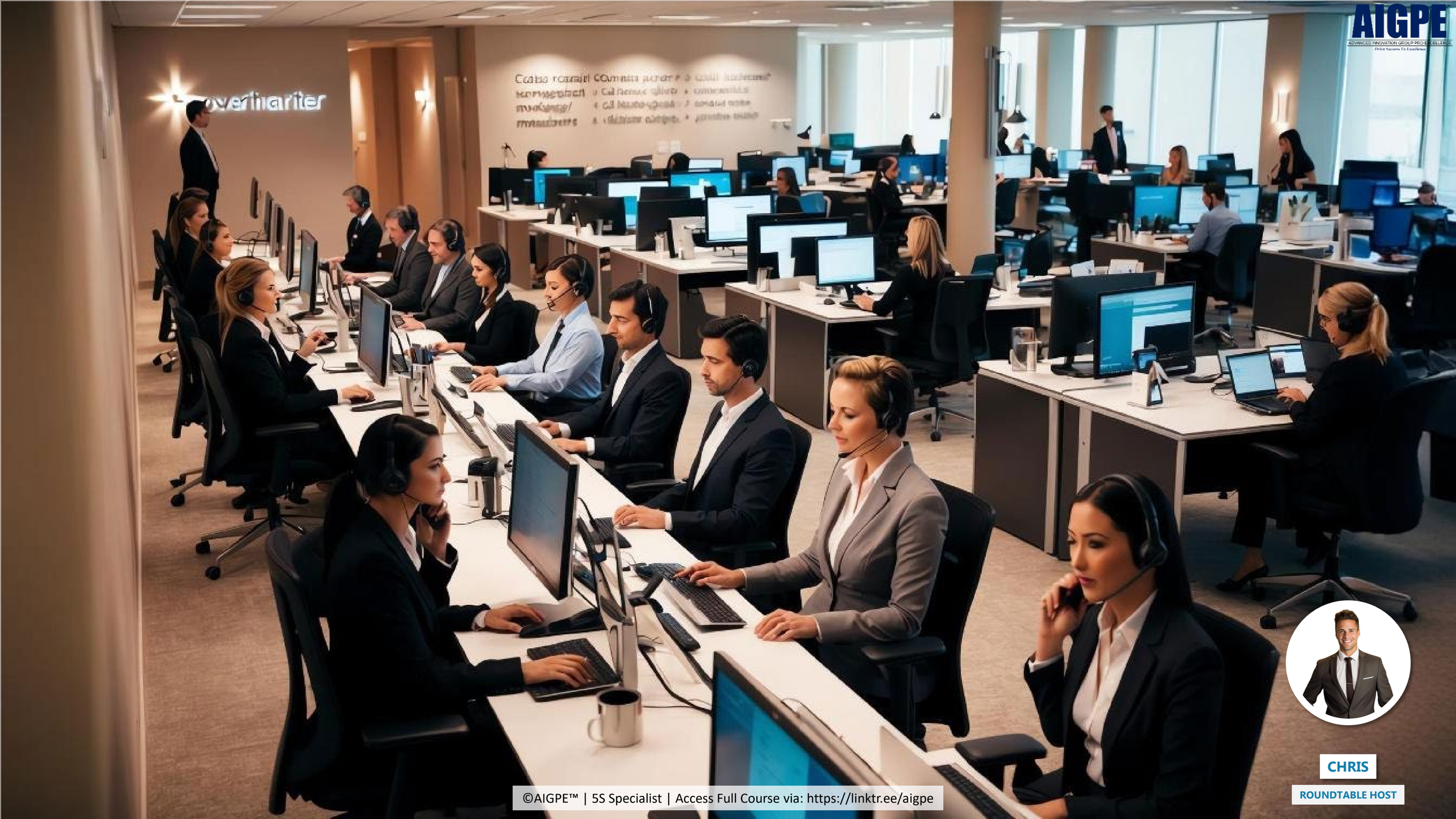

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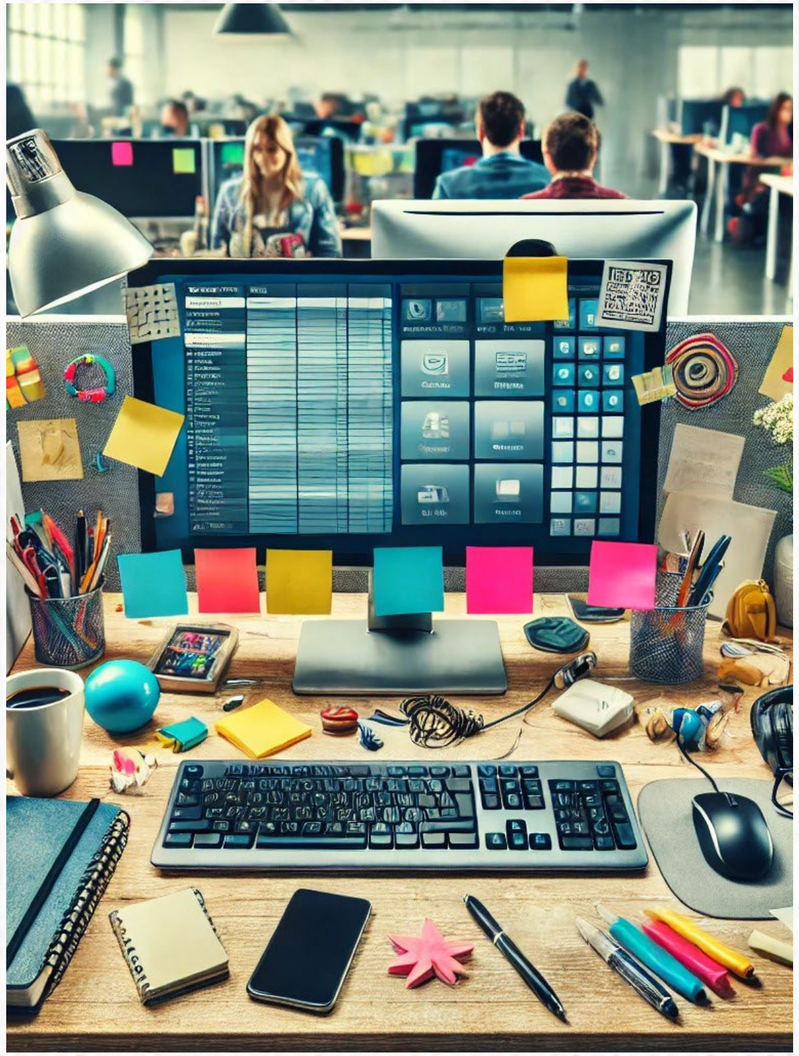

DESKS WERE CLUTTERED

TOOLS WERE LOST

CUSTOMERS WERE FRUSTRATED

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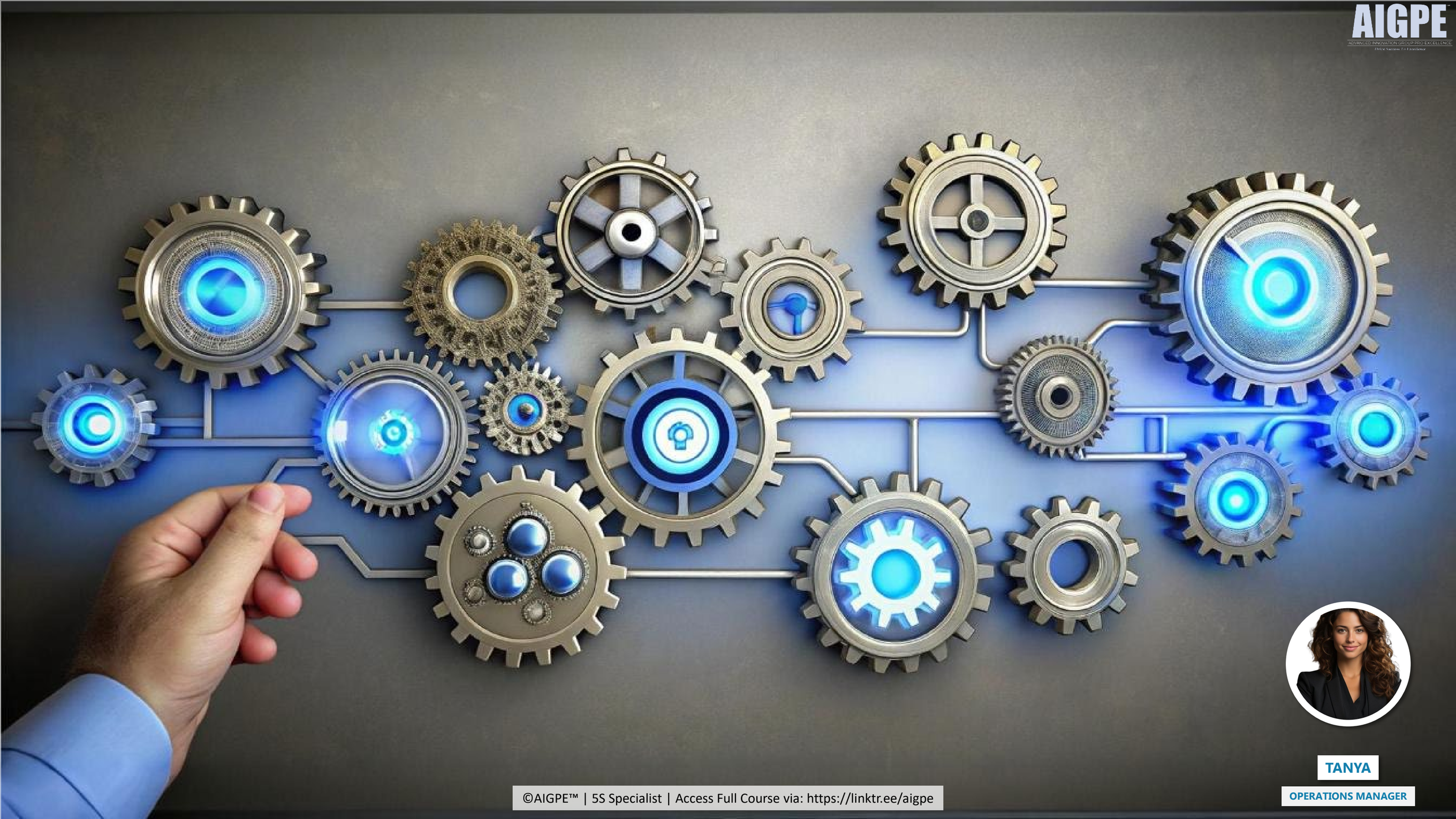

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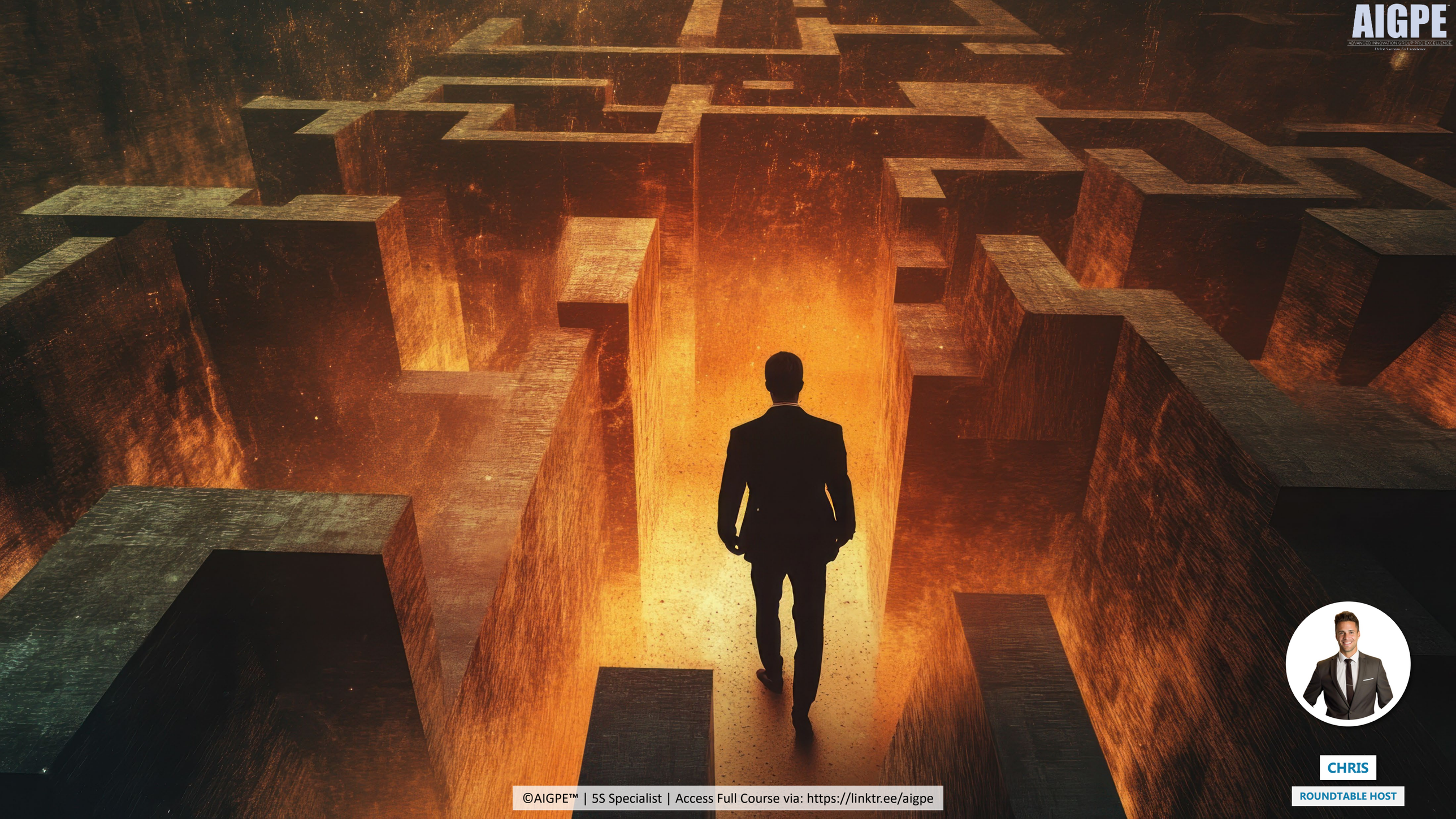

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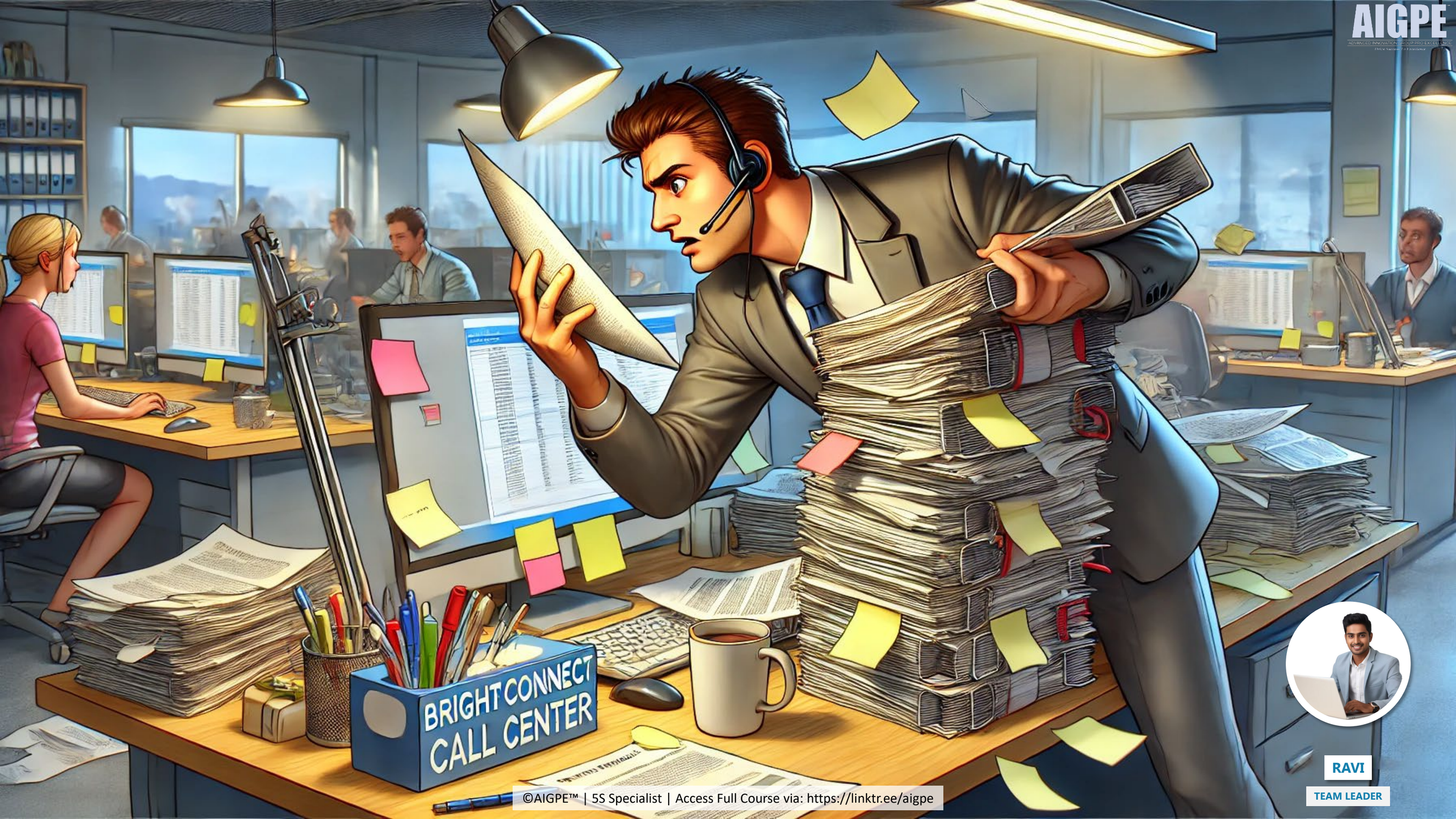

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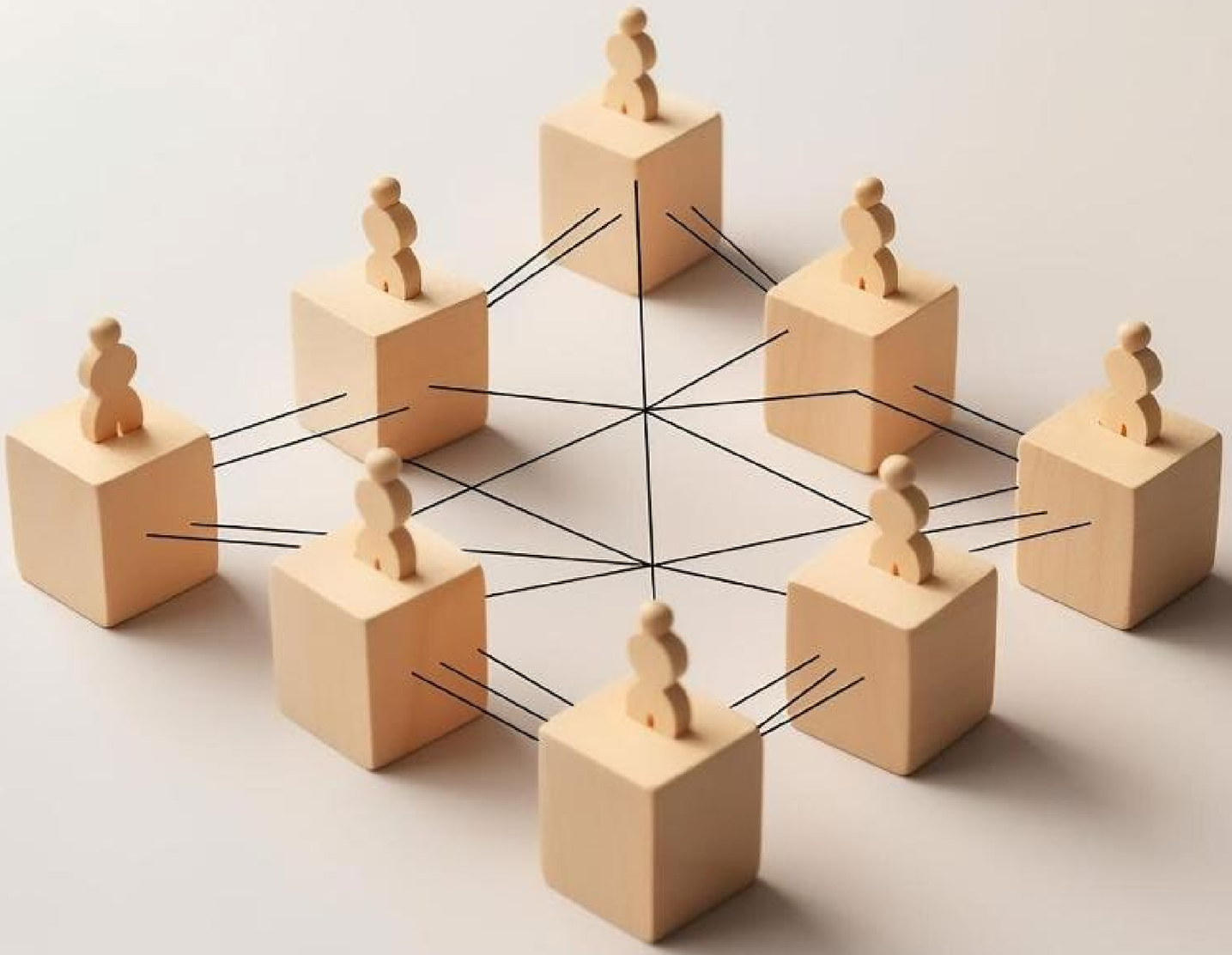

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