

[CALL CENTER MANAGEMENT](#)



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Call Centers. A call center is a business or a department of a business, in which the primary employee task is to make or answer telephone calls. Some call centers are specialized: Operators may make outbound telemarketing calls to potential sales prospects, trying to sell one specific product.

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Empower other call center employees. Competent call center management can make a significant difference in a company's overall retention and loyalty programs. Ensure that your management is performing effectively by empowering them with the right tools.

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ICMI Official Site

ICMI (International Customer Management Institute) empowers companies to provide the best customer experience through call center training, certification, events, consulting and resources.

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What is Proper Call Center Management tmcnet com

The proper management of a call center is a delicate balancing act that requires a number of faculties to properly handle. The fundamentals of proper management manifest in making sure that your call center has enough agents to cover the volume of calls coming in, but not so many that your agents are idle for extended periods of time.

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Salary Call Center Manager Glassdoor

The national average salary for a Call Center Manager is \$59,429 in United States. Filter by location to see Call Center Manager salaries in your area. Salary estimates are based on 1,742 salaries submitted anonymously to Glassdoor by Call Center Manager employees. Salaries for Related Job Titles.

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