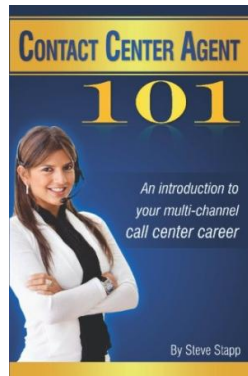


## Contact Center Agent 101: An Introduction to Your Multi-Channel Call Center Career



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