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Call Centre Training Manual September 24, 2008 Muhammad Hadi Naeem, Sr. Consultant – Sales and Marketing Mr. Hadi has vast experience in heading Call Centres and training agents for different campaigns.Hadi started his career as a Sales Specialist, followed by some hands on experience as a telesales agent.

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Call center agents that are provided in-depth training with the six must-haves listed above will be more assimilated into the company and provide better service to their customers. Providing comprehensive training to call center agents may take a bit more effort on the front-end, but the payout will be huge.

6 Must-Haves to Include in your Call Center Agent Training

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