



Call Centers for Dummies

By Réal Bergevin, Afshan Kinder, Winston Siegel

Wiley, Canada, 2010. Paperback. Book Condition: New. 2nd ed.. 231 x 185 mm. Language: English . Brand New Book. Tips on making your call center a genuine profit center In North America, call centers are a \$13 billion business, employing 4 million people. For managers in charge of a call center operation, this practical, user-friendly guide outlines how to improve results measurably, following its principles of revenue generation, efficiency, and customer satisfaction. In addition, this new edition addresses many industry changes, such as the new technology that s transforming today s call center and the location-neutral call center. It also helps readers determine whether it s cost-efficient to outsource operations and looks at the changing role and requirements of agents. The ultimate call center guide, now revised and updated The authors have helped over 60 companies improve the efficiency and effectiveness of their call center operations Offers comprehensive guidance for call centers of all sizes, from 20-person operations to multinational businesses With the latest edition of Call Centers For Dummies, managers will have an improved arsenal of techniques to boost their center s bottom line.



READ ONLINE
[6.9 MB]

Reviews

This publication may be really worth a go through, and a lot better than other. It really is writter in simple terms and never difficult to understand. Once you begin to read the book, it is extremely difficult to leave it before concluding.

-- **Natalie Abbott**

This book will not be simple to get going on reading but extremely exciting to read through. Yes, it can be play, still an interesting and amazing literature. I am very easily could possibly get a delight of reading a written book.

-- **Rene Olson**

Other Books



[It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em](#)

HarperCollins Publishers. Paperback. Book Condition: new. BRAND NEW, It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em, Greg Behrendt, Amiira Ruotola-Behrendt, A fabulous new guide to dating co-authored by Greg Behrendt, former writer on...



[Crochet: Learn How to Make Money with Crochet and Create 10 Most Popular Crochet Patterns for Sale: \(Learn to Read Crochet Patterns, Charts, and Graphs, Beginner s Crochet Guide with Pictures\)](#)

Createspace, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Getting Your FREE Bonus Download this book, read it to the end and see BONUS: Your FREE Gift chapter after...



[Daddyteller: How to Be a Hero to Your Kids and Teach Them What s Really by Telling Them One Simple Story at a Time](#)

Createspace, United States, 2013. Paperback. Book Condition: New. 214 x 149 mm. Language: English . Brand New Book ***** Print on Demand *****.You have the power, Dad, to influence and educate your child. You can teach your child about a virtue or...



[Dating Advice for Women: Women s Guide to Dating and Being Irresistible: 16 Ways to Make Him Crave You and Keep His Attention \(Dating Tips, Dating Advice, How to Date Men\)](#)

Createspace Independent Publishing Platform, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Dating advice for women Sale price. You will save 66 with this offer. Please hurry up! Women...



[How to Write a Book or Novel: An Insider s Guide to Getting Published](#)

Createspace, United States, 2015. Paperback. Book Condition: New. 203 x 127 mm. Language: English . Brand New Book ***** Print on Demand *****.Write And Publish Your Book In 2015 What does it takes to write and then have published that book you...



[How to Overcome Depression God s Way: 9 Easy Steps for Restoring Hope](#)

Createspace Independent Publishing Platform, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Are you a Christian who wants to know how to overcome depression and discouragement? As Christians, we...