



Call Center 111 Success Secrets 111 Most Asked Questions On Call Center - What You Need To Know

By Joshua Petersen

Emerero Publishing. Paperback. Book Condition: New. Paperback. 116 pages. Dimensions: 9.7in. x 7.4in. x 0.3in. There has never been a Call Center Guide like this. It contains 111 answers, much more than you can imagine; comprehensive answers and extensive details and references, with insights that have never before been offered in print. Get the information you need--fast! This all-embracing guide offers a thorough view of key knowledge and detailed insight. This Guide introduces what you want to know about Call Center. A quick look inside of some of the subjects covered: Arena (software) Uptake, Mitel - Product lineup, Technical support Outsourcing technical support, Voicemail - Voicemail features, QVC - QVC US, Virtual queue - FIFO First In, First Out Queuing vs. Scheduled Queuing, KPN - International, Text mining - Commercial, Agent-assisted Automation - Types of agent-assisted automation, Apple, Inc - Corporate culture, Data mining Business, United Steelworkers, Mobile security - Viruses and Trojans, Call centre - Dynamics, Global sourcing, Third-party logistics - On-demand transportation, Offshoring - Frequently used terms, Risk management - Risk reduction, MSN - International services, Virtual queue - Impact, 300-page iPhone bill - Industry, Lenovo - Corporate affairs, Mobile security - Viruses and Trojans, Payment Card Industry Data Security...



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