

The Call Center Handbook The Complete Guide To Starting Running And Improving Your Call Center

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The Call Center Handbook: The Complete Guide to Starting ...
Introduction 1. Where it Starts: Finding the Best Site for your Center 2. How to design a Successful Center 3. ACDS: Call Crunching Powerhouses 4. How to manage Skills-Based Routing 5. What you need to know about Predictive Dialers 6. IVR: The Best Front Door to any Center 7. Everything Starts with Voice Processing 8. The Benefits of Fax-on-Demand 9.

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