

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

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"The Call Center Handbook" is a complete guide to starting, running, and improving your call center. Establish and operate an efficient call center with this authoritative guide that covers everything from choosing the best site and buying the right equipment to managing agents, monitoring productivity, and enhancing customer relationships.

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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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Call centers were initially designed to handle voice calls coming in or being made out of the center. However, as technology evolved, and people had more opportunities to interact with organizations, the call centers had to evolve too and address all customer interactions including email, social media, web chat and the like. These call centers ...

What is a Call Center? Learn the Basics of Call Center ...

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