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Proceso de Capacitación



Contact Center Manual

Andrew Waite



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The Call Center Handbook Keith Dawson, 2007-03-30 **Operations and Management Principles for Contact Centres** Esther Hoffmann, Dennis Farrell, Neil Lilford, Mariaan Ellis, 2008-09 Several South African agencies institutes organizations and professional bodies are promoting and developing contact center operations in order to satisfy international and national market demands Accordingly additional information knowledge and experience are needed to improve on how organizations integrate core business processes into these contact centers Responding to this need the industry is now being represented in higher education Featuring sections on managing contact center performance recruiting training and motivating staff and customer relations management this comprehensive course guide cowritten by several experts in the field is ideal for institutions offering courses for contact center agents and anyone working in the contact center industry **The Ultimate Manual: What you must know before and while working at a call center** Clayton Woods, **Call Center Operation** Duane Sharp, 2003-04-14 Complete coverage of the critical issues to set up manage and efficiently maintain a call center **Guide to the Internal Revenue Service for Congressional Staff** United States. Internal Revenue Service, 1998

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