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2nd Edition

Call Centers FOR DUMMIES®

Learn to:

- Locate, design, and build a call center
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- Gain efficiency through scheduling and technology
- Build and retain high-performance teams

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Afshan Kinder
Winston Siegel
Bruce Simpson



Call Centers For Dummies

Keith Dawson



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Call Centers For Dummies Real Bergevin,Afshan Kinder,Winston Siegel,Bruce Simpson,2010-04-16 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

Call Centers for Dummies, 2nd Edition Real Bergevin,2010

Call Centers and the Global Division of Labor Andrew J.R. Stevens,2014-03-26 Call centers have come in the last three decades to define the interaction between corporations governments and other institutions and their respective customers citizens and members The offshoring and outsourcing of call center employment part of the larger information technology and information technology enabled services sectors continues to be a growing practice amongst governments and corporations in their attempts at controlling costs and providing new services While incredible advances in technology have permitted the use of distant and offshore labor forces the grander reshaping of an international political economy of communications has allowed for the acceleration of these processes New and established labor unions have responded to these changes in the global regimes of work by seeking to organize call center workers These efforts have been assisted by a range of forces not least of which is the condition of work itself but also attempts by global union federations to build a

bridge between international unionism and local organizing campaigns in the Global South and Global North Through an examination of trade union interventions in the call center industries located in Canada and India this book contributes to research on post industrial employment by using political economy as a juncture between development studies the sociology of work and labor studies

The Language of Outsourced Call Centers Eric Friginal,2009 The Language of Outsourced Call Centers is the first book to explore a large scale corpus representing the typical kinds of interactions and communicative tasks in outsourced call centers located in the Philippines and serving American customers The specific goals of this book are to conduct a corpus based register comparison between outsourced call center interactions face to face American conversations and spontaneous telephone exchanges and to study the dynamics of cross cultural communication between Filipino call center agents and American callers as well as other demographic groups of participants in outsourced call center transactions e g gender of speakers agents experience and performance and types of transactional tasks The research design relies on a number of analytical approaches including corpus linguistics and discourse analysis and combines quantitative and qualitative examination of linguistic data in the investigation of the frequency distribution and functional characteristics of a range of lexico syntactic features of outsourced call center discourse

Comdex Call Center Training Course Kit (With Cd) Vikas Gupta,2003-05-12 Comdex Call Centre Training Kit is a revolutionary 3 stage self learning system that covers the contents in sessions to give the readers a comprehensive exposure to the world of Call Centers These sessions help to initiate call center skills and further sharpen the acquired skills for becoming a seasoned call center executive The book contains a CD running an Accent Training Software Such an approach aids in finding any possible mismatch of acquired and desired skills It helps to practice hard on those areas

Global Call Center Employees in India Mayank Kumar Golpelwar,2015-10-23 Mayank Kumar Golpelwar analyses why Business Process Outsourcing BPO units and their young employees found themselves to be the target of severe criticism from India s middle classes Using social and organizational psychological frameworks as well as ethnographic and variance analytic research the author takes a look at the validity of the criticism against the BPO industry He uses the framework of cultural theories to analyze and present the gap between the mainstream Indian culture and its rapidly emerging and globalized BPO sub culture

Call Center Operation Duane Sharp,2003-04-14 Complete coverage of the critical issues to set up manage and efficiently maintain a call center

IT troubleshooting a Beginners Guide Joe Blanc, This book is for people considering a career in IT or for newly graduated students It gives you a heads up on what its like to work in IT as well as basic troubleshooting steps that will be expected of you in IT The book deals with topics such as what types of jobs are available and once you get the job what to do next

Call Center Savvy Keith Dawson,1999-01-06 It s not just the technology the people or the customers It s all three and more call centers are not just places where calls arrive They are a strategic business asset the core of your business s customer relationship strategy Call Center Savvy is an exploration of how the call center works and how it fits into the big

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