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Call Center Fundamentals: Workforce Management

Call Center Fundamentals

Workforce Management

Second Edition

Donnie Baje



Synopsis

The second edition of this popular ebook contains updated information, better format, and answer keys to the activities. It also presents new chapters focusing on non-voice accounts and problem solving techniques to various problems in managing workforce. _How to determine your agents per day and per hour?_Is getting 100% service level a good idea?_How can you improve your sales or collections with workforce management?

Book Information

File Size: 1131 KB

Print Length: 58 pages

Publication Date: February 4, 2015

Sold by: Â Â Digital Services LLC

Language: English

ASIN: B00T8J1OTA

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Not Enabled

Screen Reader: Supported

Enhanced Typesetting: Enabled

Best Sellers Rank: #411,695 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #32

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Customer Reviews

Simple and to the pointLove the exercise with the answersWill continue using his website. Real examples make it easy to understand

It provided some good info.

Basic information about the WFM in call center industry. Very well explained and with activities to help understanding the concept.

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