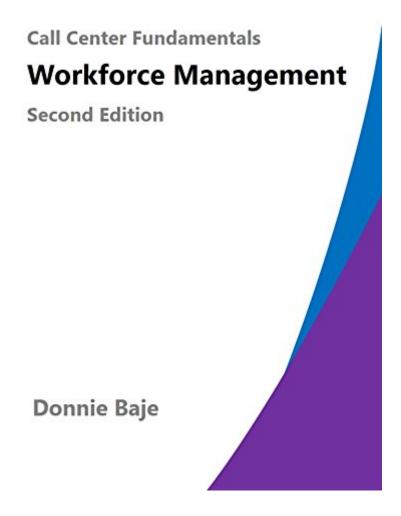
The book was found

Call Center Fundamentals: Workforce Management





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

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