

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

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The Call Center Handbook: The Complete Guide to Starting ...

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 ...

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