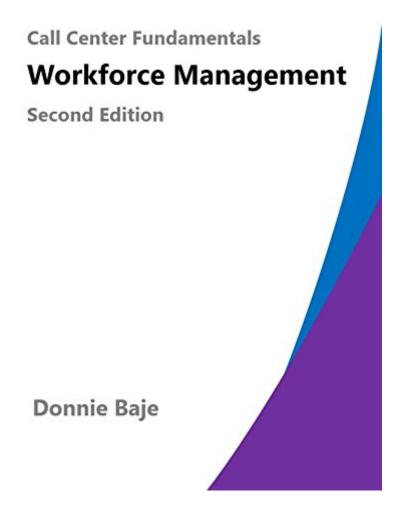
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# Call Center Fundamentals: Workforce Management





## **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**

File Size: 1131 KB

Print Length: 58 pages

Publication Date: February 4, 2015

Sold by: A Digital Services LLC

Language: English

ASIN: B00T8J1OTA

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Not Enabled

Enhanced Typesetting: Enabled

Best Sellers Rank: #537,382 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #41 in Kindle Store > Kindle eBooks > Business & Money > Management & Leadership > Outsourcing #69 in Books > Business & Money > Human Resources > Outsourcing #1571 in Kindle Store > Kindle Short Reads > 90 minutes (44-64 pages) > Business & Money

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