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Call Center Management The Complete Guide To Call Center Training

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training advertising daily operations finance etc Also shows the nineteen functions for maintaining a successful complaint handling unit Each chapter concludes with separate lists of guidelines for chief executives front line service personnel back office support and middle management

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Proceedings of the ... Annual HIMSS Conference ,1999

Journal of Integrated Communications ,2003

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Strategic Customer Care Stanley A. Brown, 2000-02-24 How to successfully apply the principles of customer care in any company Most organizations today recognize the importance of improving customer care the need to go beyond traditional customer service and truly manage customers as assets but only about 6% apply its principles effectively This book fully explains the three stages in the evolution of customer care Readers will be guided through the process of acquiring customers retaining them through segmentation and management of the relationship and targeting their most significant marketing efforts to the most profitable segments Shows companies how to identify where they are in their own evolutionary process Outlines successes and failures of companies including Sears CIBC AT T Matrixx Kodak FedEx and more

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