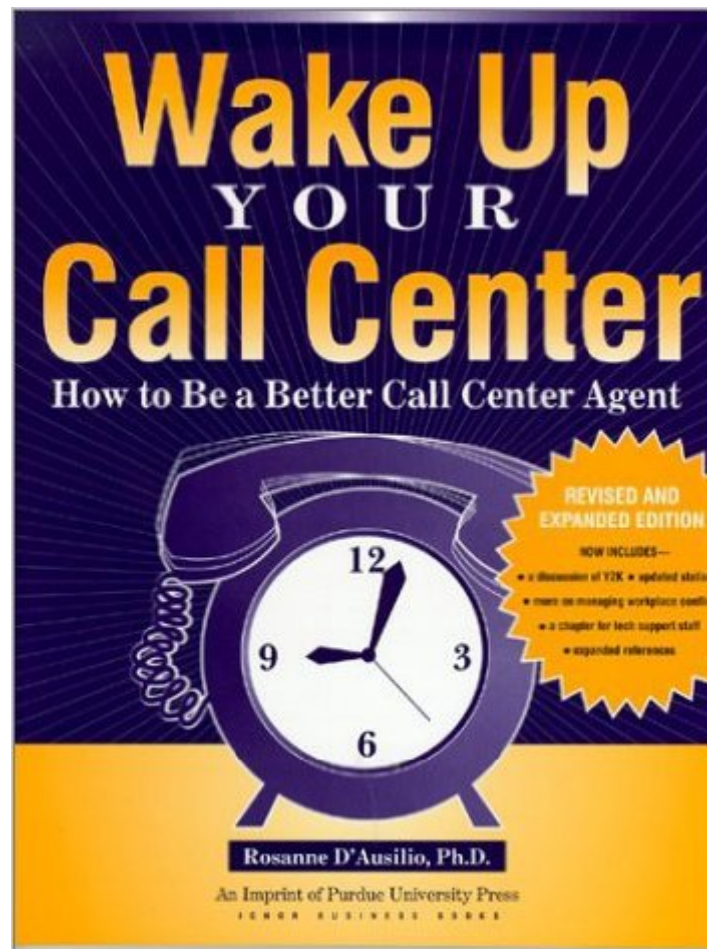


The book was found

Wake Up Your Call Center: How To Be A Better Call Center Agent (Customer Access Management)



Synopsis

This text looks at how call centre agents can match the improvements in technology. It looks at how talk covering technical information and training, software and hardware, and new systems overshadows the people who make and take the calls.

Book Information

Series: Customer Access Management

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Average Customer Review: 5.0 out of 5 starsÂ Â See all reviewsÂ (3 customer reviews)

Best Sellers Rank: #5,680,959 in Books (See Top 100 in Books) #27 inÂ Books > Engineering & Transportation > Engineering > Telecommunications & Sensors > Telephone Systems #3840 inÂ Books > Business & Money > Marketing & Sales > Customer Service #15927 inÂ Books > Computers & Technology > Networking & Cloud Computing > Internet, Groupware, & Telecommunications

Customer Reviews

For understanding a call center we have to assume thatr we are dealing with people... it is a people business and not a technical issue as many authors point out. This book is very practical in the sense that it concentrates on human beings and how can we get the best of them, it explains many issues ta}hat are many times overlooked by CEO and managers of Call centers. Very good approach for the call center business. If you are in charge of a call center, you should read this book...

An Excellent book. Every call centre agent should read this. Forget that. Everyone who frequently deals with customers on the telephone should read this book.

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