

Call Center Management On Fast Forward Succeeding In Today's Dynamic Inbound Environment

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Call Center Management On Fast

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Call Center Management On Fast Forward | Brad Cleveland

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15 Best Practices For Effective Call Center Management | Sling

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Call Center Management on Fast Forward - ICMI

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Call Center Management on Fast Forward by Brad Cleveland. Our industry is in transition right now, with new channels, e.g., those through social, being added, customer expectations evolving dramatically, etc.

Call Center Management on Fast Forward

Call Center Management on Fast Forward is the most widely read book on call center/contact center management available today. Trusted for its accuracy, clarity and proven guidance, it has become required reading in organizations around the world.

Books / Papers | Brad Cleveland

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ICMI WEBINAR: Call Center Management on Fast Forward: The Trends Shaping Our Future

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Written by Brad Cleveland the president of ICMI and one of the world's foremost authorities on call center management and customer services, Call Center Management on Fast Forward has been the industry's standard reference on running a call center operation since it was originally published in 1997.

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