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"The Call Center Handbook" is a complete guide to starting, running, and improving your call center. Establish and operate an efficient call center with this authoritative guide that covers everything from choosing the best site and buying the right equipment to managing agents, monitoring productivity, and enhancing customer relationships.

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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

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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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