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Call Center Workforce Management (Call Center Fundamentals Series Book 1)



WORKFORCE MANAGEMENT

Call Center Fundamentals Series

DONNIE RAY BAJE



Synopsis

This book summarizes the author's decade-long experience in the call center industry in the Philippines and provides foundation knowledge for workforce specialist. This is targeted for operations managers and can be a guide on how to staff correctly, understanding service levels, balancing attrition, etc.

Book Information

File Size: 1310 KB

Print Length: 39 pages

Simultaneous Device Usage: Unlimited

Publication Date: April 21, 2014

Sold by: Digital Services LLC

Language: English

ASIN: B00JV837IY

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Not Enabled

Screen Reader: Supported

Enhanced Typesetting: Enabled

Best Sellers Rank: #209,204 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #15

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Customer Reviews

This is a good book to understand key Call Center Workforce Management in simplistic terms. This is good for anyone becoming a supervisor in a call center for the first time. Although you may not do a lot of staffing you are going to be responsible for ensuring that staff is where they need to be (right people in the right amount of seat at the right time) and you will have to ensure that you meet service level agreements.

Very useful

I chose the rating because the book was a good read, contained data metrics, and was informative. I recommend for those considering working in a call center.

Ok book not the best out there i have read better. I am going to be looking for a different book

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