



Ebook Directory
the best source of ebook

The book was found

Call Center Fundamentals: Workforce Management

Call Center Fundamentals

Workforce Management

Second Edition

Donnie Baje



Synopsis

The second edition of this popular ebook contains updated information, better format, and answer keys to the activities. It also presents new chapters focusing on non-voice accounts and problem solving techniques to various problems in managing workforce. _How to determine your agents per day and per hour?_Is getting 100% service level a good idea?_How can you improve your sales or collections with workforce management?

Book Information

File Size: 1131 KB

Print Length: 58 pages

Publication Date: February 4, 2015

Sold by:Â Digital Services LLC

Language: English

ASIN: B00T8J1OTA

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Not Enabled

Screen Reader: Supported

Enhanced Typesetting: Enabled

Best Sellers Rank: #411,695 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #32

inÂ Kindle Store > Kindle eBooks > Business & Money > Management & Leadership > Outsourcing
#55 inÂ Books > Business & Money > Human Resources > Outsourcing #1028 inÂ Kindle Store >
Kindle Short Reads > 90 minutes (44-64 pages) > Business & Money

Customer Reviews

Simple and to the pointLove the exercise with the answersWill continue using his website. Real examples make it easy to understand

It provided some good info.

Basic information about the WFM in call center industry. Very well explained and with activities to help understanding the concept.

[Download to continue reading...](#)

Call Center Workforce Management (Call Center Fundamentals Series Book 1) Call Center Fundamentals: Workforce Management Who Will Care For Us? Long-Term Care and the Long-Term Workforce: Long-Term Care and the Long-Term Workforce ICMI's Pocket Guide to Call Center Management Terms: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals Call Center Management on Fast Forward: Succeeding in Today's Dynamic Inbound Environment (1st Edition) Call Center Management on Fast Forward: Succeeding in Today's Dynamic Customer Contact Environment (2nd Edition) Millennial Workforce: Cracking the Code to Generation Y in Your Company The 7 Habits of Highly Effective Virtual Teams: Make a success of your virtual global workforce. Offshoring Information Technology: Sourcing and Outsourcing to a Global Workforce Good Girl Work: Factories, Sweatshops, and How Women Changed Their Role in the American Workforce Strengthening a Workforce for Innovative Regulatory Science in Therapeutics Development: Workshop Summary Who Will Care For Us? Long-Term Care and the Long-Term Workforce Administrative Medical Assisting a Workforce Readiness Approach The Power of People: Learn How Successful Organizations Use Workforce Analytics To Improve Business Performance (FT Press Analytics) EMS Workforce for the 21st Century: A National Assessment (Public Health in the 21st Century) Plastic Injection Molding: Product Design & Material Selection Fundamentals (Vol II: Fundamentals of Injection Molding) (Fundamentals of injection molding series) Plastic Injection Molding: Mold Design and Construction Fundamentals (Fundamentals of Injection Molding) (2673) (Fundamentals of injection molding series) Ballet Barre & Center Combinations: Volume II: Music (Ballet Barre and Center Combinations) The Story of Science: Newton at the Center: Newton at the Center Louisville, Kentucky: Including its History, The Muhammad Ali Center, The Kentucky Center, and More

[Contact Us](#)

[DMCA](#)

[Privacy](#)

[FAQ & Help](#)