

# **Contact Center**

**Manual de Usuario - Perfil Ciudadano**



**2021**

# Contact Center Manual

**N Colangelo**



## Contact Center Manual:

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**Manual, Volume I-Chapters 1-10** Bovee,2002-01-21 **The Massachusetts register** ,1988-03-18 The Call Center Dictionary Madeline Bodin,2002-01-03 Call centres have become the crucial front line for managing customer relationships This book covers a range of call center terminology It explains relevant terms and provides the call center manager with a quick reference that covers the technology and operational issues that come up in running and improving a call center

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