Call center training: teams & quality

Giere, Nancy M., author

Deskripsi Lengkap: https://lib.ui.ac.id/detail?id=20435432&lokasi=lokal

Abstrak

Well run and effective call centers have a direct impact on any organization that provides a product or service. This issue gives you instructions on how to develop measurement criteria for your call center employees that match your organizations goals and objectives. It discusses how to hire for attitude and train for skill by finding service-minded individuals who are able to learn an organizations products, services and systems.