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Editorial Reviews From the Publisher Written by Brad Cleveland, the president of ICMI and one of the world's foremost authorities on call center management and customer services, Call Center Management on Fast Forward has been the industry's standard reference on running a call center operation since it was originally published in 1997.

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This is the only book available today that provides a very readable, step-by-step guide for managing an incoming call center. The book combines theory with practical advice and is filled with over 100 charts and graphs, several case studies and an extensive glossary and index. Readers will learn how to: achieve service level with quality in an era of more transactions, growing complexity and heightened caller expectations; understand the "how" behind best practices; boost caller satisfaction; win top management's support; and discover what separates a good call center from a great one.

Call Center Forecasting & Scheduling There is simply no way to establish and operate an effective call center environment without a solid understanding of the principles behind forecasting, staffing, scheduling, service level, queuing dynamics and real-time management. Originally published in the pages of Call Center Management Review, these articles were selected for their educational value, practicality, and most importantly, coverage of timeless call center management principles. - Amazon

The fast and easy way to improve call center management and response Are you a call center professional seeking trusted and practical advice for improving your results and positively affecting your company's bottom line? Now updated with coverage of the latest technological advancements and developments in the field, Call Centers For Dummies, 2nd Edition is the ultimate call center reference guide. With new tools and tactics specifically designed for call center managers, Call Centers For Dummies, 2nd Edition helps put value on customer relations efforts undertaken in call centers and shows you how to implement new strategies for continual improvement and superior customer service. Features new to this edition include Guidance on determining whether outsourcing is a cost-efficient option for your company Coverage of new technologies that help cut costs A look at how today's call centers can benefit from empowering their agents Like any tech-driven industry, call centers are facing rapid change. With Call Centers For Dummies, 2nd Edition, you can be sure you're getting the most up-to-date, easy-to-follow coverage of this advancing field.

Revised and Updated with New Material! High agent turnover can cripple an organization?draining the call center's budget, destroying staff morale and eroding customer satisfaction. Progressive call centers have taken a proactive approach to the battle against attrition with agent-centric processes designed to find, develop and keep top-performers. Call Center Agent Turnover and Retention offers tried-and-true practices and insights on: ? Understanding the costs associated with agent turnover ? Enhancing retention through agent empowerment and growth ? Developing retention-oriented recruiting processes ? Battling job stress and agent burnout ? Developing a positive culture ? Managing internal agent attrition High staff turnover doesn't have to be the ?nature of the beast.? Learn proven strategies from those who have won the war on attrition.

This handbook is part four of ICMI's comprehensive, four-part series on call center management, which includes people management, operations management, customer relationship management, and leadership and business management. The Call Center Leadership and Business Management Handbook and Study Guide applies proven leadership and business practices to the call center environment. The study guide opens with guidance on developing an effective vision, mission, strategy and valuation model. Next, it explores leadership and communication best practices and highlights those skills and aptitudes that are most important in the call center. The unique environment of the call center is discussed next, with a focus on navigating future trends and requirements. The fourth section of the guide provides professionals with solid principles on developing business plans, improving operations and managing contracts. The study guide comes to a close with an overview of financial principles that call center professionals should understand.

Revised and Updated with New Material! Finding and retaining qualified agents is an endless challenge for call centers. An effective recruiting strategy, combined with a motivating, supportive training program that keeps new-hires charged about their potential with the company, will pay off in lower hiring costs and higher staff retention. Call Center Recruiting and New-Hire Training offers call center managers valuable insights and ideas on: ? Developing retention-oriented recruiting strategies ? How to select the most qualified candidates ? Developing new-hires into successful agents ? Recruiting and training call center supervisors ? Alternative labor pools Each chapter is filled with innovative practices, strategies and best practices from call centers that have successfully put a stop to the revolving door of agent attrition.

This handbook is part two of ICMI's comprehensive, four-part series on call center management, which includes people management, operations management, customer relationship management, and leadership and business management. The Call Center Operations Management Handbook and Study Guide provides this solid foundation through an examination of key performance indicators, call center planning and management processes, call center technology and facilities management. The guide begins with an explanation of service level and response time -- key objectives that measure the accessibility of the center. A detailed examination of other key performance indicators follows. The third section of the guide provides an in-depth discussion of the planning and management processes upon which call center operations depend, including forecasting, staffing and scheduling. The guide then transitions from processes to technology with an integrated look at the technologies present in the best of today's centers. The guide closes with site selection, call center design, health and safety issues, and disaster recovery principles.

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