



**Call Center
Setup**

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**Real Bergevin, Afshan Kinder, Winston
Siegel, Bruce Simpson**

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Commerce Business Daily ,1998-03 Meed Middle East Economic Digest ,1984 Middle East Economic Digest
Elizabeth Collard,1984 *Call Centers For Dummies* Real Bergevin,Afshan Kinder,Winston Siegel,Bruce
Simpson,2010-05-11 Tips on making your call center a genuine profit center In North America call centers are a 13 billion
business employing 4 million people For managers in charge of a call center operation this practical user friendly guide
outlines how to improve results measurably following its principles of revenue generation efficiency and customer
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