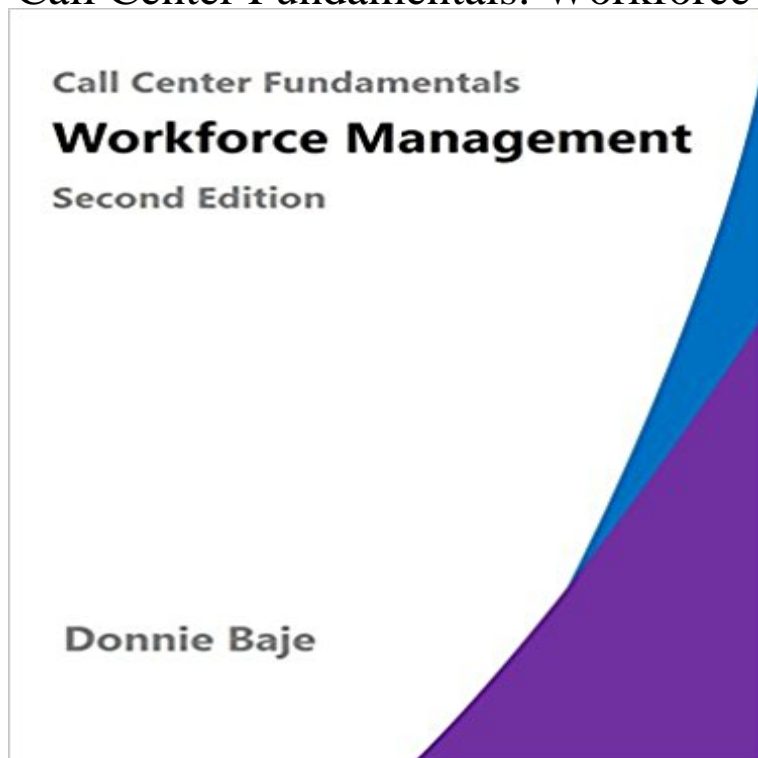


# Call Center Fundamentals: Workforce Management



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?

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