



Ebook Directory
the best source of ebook

The book was found

Call Center Workforce Management (Call Center Fundamentals Series Book 1)



WORKFORCE MANAGEMENT

Call Center Fundamentals Series

DONNIE RAY BAJE



Synopsis

This book summarizes the author's decade-long experience in the call center industry in the Philippines and provides foundation knowledge for workforce specialist. This is targeted for operations managers and can be a guide on how to staff correctly, understanding service levels, balancing attrition, etc.

Book Information

File Size: 1310 KB

Print Length: 39 pages

Simultaneous Device Usage: Unlimited

Publication Date: April 21, 2014

Sold by: Digital Services LLC

Language: English

ASIN: B00JV837IY

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Not Enabled

Screen Reader: Supported

Enhanced Typesetting: Enabled

Best Sellers Rank: #209,204 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #15

in Kindle Store > Kindle eBooks > Business & Money > Management & Leadership >

Outsourcing #29 in Books > Business & Money > Human Resources > Outsourcing #250

in Kindle Store > Kindle Short Reads > One hour (33-43 pages) > Business & Money

Customer Reviews

This is a good book to understand key Call Center Workforce Management in simplistic terms. This is good for anyone becoming a supervisor in a call center for the first time. Although you may not do a lot of staffing you are going to be responsible for ensuring that staff is where they need to be (right people in the right amount of seat at the right time) and you will have to ensure that you meet service level agreements.

Very useful

I chose the rating because the book was a good read, contained data metrics, and was informative. I recommend for those considering working in a call center.

Ok book not the best out there i have read better. I am going to be looking for a different book

[Download to continue reading...](#)

Call Center Workforce Management (Call Center Fundamentals Series Book 1) Call Center Fundamentals: Workforce Management Who Will Care For Us? Long-Term Care and the Long-Term Workforce: Long-Term Care and the Long-Term Workforce ICMI's Pocket Guide to Call Center Management Terms: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals Millennial Workforce: Cracking the Code to Generation Y in Your Company The 7 Habits of Highly Effective Virtual Teams: Make a success of your virtual global workforce. Offshoring Information Technology: Sourcing and Outsourcing to a Global Workforce Good Girl Work: Factories, Sweatshops, and How Women Changed Their Role in the American Workforce Strengthening a Workforce for Innovative Regulatory Science in Therapeutics Development: Workshop Summary Who Will Care For Us? Long-Term Care and the Long-Term Workforce Administrative Medical Assisting a Workforce Readiness Approach The Power of People: Learn How Successful Organizations Use Workforce Analytics To Improve Business Performance (FT Press Analytics) EMS Workforce for the 21st Century: A National Assessment (Public Health in the 21st Century) Plastic Injection Molding: Product Design & Material Selection Fundamentals (Vol II: Fundamentals of Injection Molding) (Fundamentals of injection molding series) Plastic Injection Molding: Mold Design and Construction Fundamentals (Fundamentals of Injection Molding) (2673) (Fundamentals of injection molding series) Call Center Management on Fast Forward: Succeeding in Today's Dynamic Inbound Environment (1st Edition) Call Center Management on Fast Forward: Succeeding in Today's Dynamic Customer Contact Environment (2nd Edition) Call Me Cockroach: Based on a True Story (Call Me Tuesday Series Book 2) Call Me Tuesday: Based on a True Story (Call Me Tuesday Series Book 1) A Portfolio Management Approach to Strategic Airline Planning: An Exploratory Investigative Study on Services Management (European University Studies: Series 5, Economics and Management. Vol. 2052)

[Contact Us](#)

[DMCA](#)

[Privacy](#)

