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# Call Centre - Simple Steps to Win, Insights and Opportunities for Maxing Out Success

*Gerard Blokdijk*

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Based on extensive research, this lays out the thinking of the most successful Call Centre knowledge experts, those who are adept at continually innovating and seeing opportunities.

This is the first place to go for Call Centre innovation - INCLUDED are numerous real-world Call Centre blueprints, presentations and templates ready for you to access and use.

Also, if you are looking for answers to one or more of these questions then THIS is the title for you:

What is a call centre? How does a call centre earn? What are the benefits and disadvantages of using an overseas call centre? What is the difference between a call centre and a BPO organisation? How can I start my own call centre? How do we enhance banking call centre customer experience? What is the difference between call centre agents and salesmen? Is there a Call Centre standard for closing a call? What is it like to work at an emergency call centre? What is it like to work at a call centre? ...and much more…

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