

Prove It Call Center Test

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dollars and multiple disruptions can cost in the millions call center continuity planning shows
you how to plan for and avoid service interruptions through disasters large and small this

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this work recommends initiatives for improving customer service and managing change describing methodologies geared toward building relationships through customer perceived value instruments monitoring customer relationship indices and changing the corporate culture and the way people work anton is director of benchmark research at purdue university s center for customer driven quality petouhoff works in the private sector annotation copyrighted by book news inc portland or

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