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# Call Center Fundamentals: Workforce Management

Call Center Fundamentals  
**Workforce Management**  
Second Edition

Donnie Baje



## Synopsis

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?

## Book Information

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