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Call Center Fundamentals Workforce Management

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This book summarizes the author's almost a decade of experience in the call center industry's various departments. This installment in the series, "Workforce Management" contains crucial knowledge on how to run call. The Call Center Fundamentals Series by Donnie Baje are manuals, written in Facilitator Guide format, used to guide new members of the call center support team.

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Call Center Fundamentals: Workforce Management by Donnie Baje

Call Center Fundamentals: Workforce Management Kindle Edition by Donnie Baje (Author)

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any call center workforce management is comprised of the same basic parts and chances are  
youre most likely performing all these tasks in some form or fashion forecasting customer  
interaction volume utilizing the forecasted data to create optimized agent schedules  
assigning agents to schedules based on their preferences and business rules and managing  
intraday activity

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any call center workforce management is comprised of the same basic parts and chances are youre most likely performing all these tasks in some form or fashion forecasting customer interaction volume utilizing the forecasted data to create optimized agent schedules assigning agents to schedules based on their preferences and business rules and managing intraday activity

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any call center workforce management is comprised of the same basic parts and chances are youre most likely performing all these tasks in some form or fashion forecasting customer interaction volume utilizing the forecasted data to create optimized agent schedules assigning agents to schedules based on their preferences and business rules and managing

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intraday activity

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