



The book was found

ICMI's Pocket Guide To Call Center Management Terms: The Essential Reference For Contact Center, Help Desk And Customer Care Professionals



Synopsis

Everything in the call center industry seems to be expanding-contact channels, customer, and employee expectations, technology options and the overall role of the call center. While the ICMI's Pocket Guide to Call Center Management Terms may be diminutive in nature, it can have a big impact on the knowledge, eloquence and insight of those working in this dynamic profession. With a comprehensive-though compact-guide to just about every industry acronym, as well as concise definitions of every term a manager or supervisor should know, The Pocket Guide aims to promote consistency and clarity in the way that call center professional worldwide communicate, cooperate, and strive to understand this exciting field.

Book Information

Paperback: 152 pages

Publisher: Call Center Press (July 2004)

Language: English

ISBN-10: 1932558004

ISBN-13: 978-1932558005

Product Dimensions: 5.1 x 3.6 x 0.4 inches

Shipping Weight: 1.6 ounces

Average Customer Review: 5.0 out of 5 stars 1 customer review

Best Sellers Rank: #1,451,162 in Books (See Top 100 in Books) #110 in [Books > Business & Money > Marketing & Sales > Marketing > Telemarketing](#) #7436 in [Books > Computers & Technology > Business Technology](#) #14402 in [Books > Business & Money > Management & Leadership > Management](#)

Customer Reviews

As President and CEO of ICMI, and Publisher of Call Center Management Review , Brad is dedicated to promoting the contact center environment and helping centers to reach their maximum potential. His enthusiasm and leadership set the standards for success that drive the entire organization. Brad has an extensive background in the global contact center market — he has worked in more than 30 countries, and his clients have ranged from small startups to national governments and multinational corporations.

I have a 10-year experience in the Call Center Industry. However, like many other Call center professionals, I find it quite difficult to fully understand the wide variety of technical terms used within

the Industry. This is a cheap, very reliable little dictionary that makes the difference every day at work - you can take it everywhere and it presents a full explanation of the most important Call center management terms. There is a full-size version from the same authors "ICMI's Call Center Management Dictionary: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals", but I haven't ordered it. Congratulations to ICMI and Brad Cleveland.

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

ICMI's Pocket Guide to Call Center Management Terms: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals
Call Center Management on Fast Forward: Succeeding in Today's Dynamic Customer Contact Environment (2nd Edition)
How to contact customer service by phone and website -: (customer service phone, Screenshots included for website! BONUS AT THE END)
No Contact Rule: 17 Best Tips on How To Get Your Ex Back + Free Gift Inside (The no contact rule - No contact - Dating)
CAT CARE: BEGINNERS GUIDE TO KITTEN CARE AND TRAINING TIPS (Cat care, cat care books, cat care manual, cat care products, cat care kit, cat care supplies)
Self Help: How To Live In The Present Moment (Self help, Self help books, Self help books for women, Anxiety self help, Self help relationships, Present Moment, Be Happy Book 1)
Call Center Workforce Management (Call Center Fundamentals Series Book 1)
2017 Physicians' Desk Reference 71st Edition (Physicians' Desk Reference (Pdr))
PDR: Physicians Desk Reference 2010 (Physicians' Desk Reference (Pdr))
Art and Science of Diabetes
Self-management Education: A Desk Reference for Healthcare Professionals
Telephone Cold Call with Voice Mail Strategies: Prevent Initial Contact Objections and Get Call-backs (Sales Prospecting)
The Oxford American Desk Thesaurus (Oxford Desk Reference Series)
How to Do No Contact Like a Boss!: The Woman's Guide to Implementing No Contact & Detaching from Toxic Relationships
Windows PowerShell Pocket Reference: Portable Help for PowerShell Scripters (Pocket Reference (O'Reilly))
Quick Reference Neuroscience for Rehabilitation Professionals: The Essential Neurological Principles Underlying Rehabilitation Professionals, Second Edition
The Political Campaign Desk Reference: A Guide for Campaign Managers, Professionals and Candidates Running for Office
How to Contact Customer Service: Through Web, Phone, Email, and Chat
Customer Service: Career Success Through Customer Loyalty (6th Edition)
How To Contact Customer Service: Phone, Email, Chat & Social Media
Python Pocket Reference: Python In Your Pocket (Pocket Reference (O'Reilly))

Contact Us

DMCA

Privacy

FAQ & Help