



Contact Center Agent 101: An Introduction to Your Multi-Channel Call Center Career (Paperback)

By Steve Stapp

Createspace, United States, 2009. Paperback. Book Condition: New. 200 x 134 mm. Language: English . Brand New Book ***** Print on Demand *****.Contact Center Agent 101 is a must read for any contact or call center employee. The front line contact center employee in any organization is truly one of the most important people because they are the voice and ears of the company to the customer. Often times these employees are asked to perform duties that simply do not make sense to them. Finally, a book such as Contact Center Agent 101 has come along that teaches the business reasons behind much of what they are being asked to do. You will learn: * What a contact center is and why it exists * What the working environment is and what you will be expected to do * Basic terminology * Metrics that leaders review to run the business * What is a True Customer Experience * Career opportunities available in contact centers * Much, much, more! When used as part of a regular training program, Contact Center Agent 101 can help to improve the true customer experience, enhance employee satisfaction, reduce attrition, and help employees understand the business...



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