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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?

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Customer Reviews

Simple and to the point Love the exercise with the answers Will continue using his website. Real examples make it easy to understand

It provided some good info.

Basic information about the WFM in call center industry. Very well explained and with activities to help understanding the concept.

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