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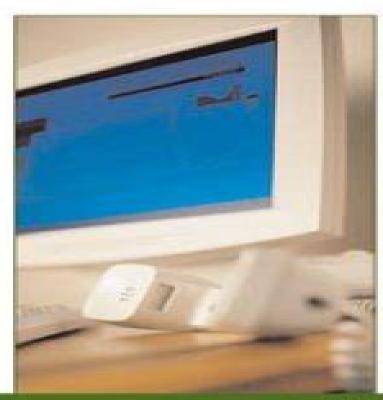
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begins by exploring key customer relationship management principles including the value of customer satisfaction and loyalty and customer segmentation Measuring customer satisfaction is the focus of the second section of the guide as it provides practical information on measurement methodologies and contributors to customer satisfaction. The guide then transitions into establishing strategies that support organizationwide objectives and align people processes and technologies with these goals The fourth section of the guide highlights the importance of a cross functional approach to customer relationship management and places the responsibility for initiating this involvement squarely on the shoulders of the call center professional The study guide s final section includes actionable guidance on supporting customer relationship management with innovative technology effective processes and essential employee development Management on Fast Forward Brad Cleveland, Julia Mayben, 1997 This is the only book available today that provides a very readable step by step guide for managing an incoming call center The book combines theory with practical advice and is filled with over 100 charts and graphs several case studies and an extensive glossary and index Readers will learn how to achieve service level with quality in an era of more transactions growing complexity and heightened caller expectations understand the how behind best practices boost caller satisfaction win top management's support and discover what separates a good call center from a great one Cases in Call Center Management Richard Feinberg, Ko de Ruyter, Lynne Bennington, 2005 Written by authorities on the call center industry this book brings to light the strategic importance of call centers in today s business world As interactions with customers move away from person to person the call center is becoming a vital force for corporate marketing and communication Survey Pain Relief Jodie Evelyn Monger, Debra Sue Perkins, 2008 Anyone who has ever been tasked with gathering and analyzing customer data has no doubt felt the pain associated with the magnitude of that responsibility especially when you re asked to take action without having believable customer intelligence Relax The doctors are here to ease your pain In Survey Pain Relief Dr Jodie Monger and Dr Debra Perkins offer an insightful user friendly overview of the science of research dispel common misconceptions about the validity of widely publicized research methods explain the sources and risks of survey malpractice and how to avoid it and reveal how to transform customer insights into action by offering concrete examples of how to properly conduct survey research that will yield valid interpretable results that can be communicated to executives operations management supervisors and frontline staff and save billions **Subject Guide to Books in Print**, 2001 Scientific and Technical Aerospace Reports, 1994 Encyclopedia of Business Information Sources James Woy, 2001-09 **Bibliographies and Literature of Agriculture Encyclopedia of Business Information Sources** Gale Group, 2003 Each updated edition identifies nearly 35 000 ,1978

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