Contact Center/Customer Service Excellence: Metrics That Matter! (Paperback)

By Ray Roberge

Createspace, United States, 2015. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Do you feel as though you are drowning in reports? Metrics That Matter will help you better utilize Call Center based metrics to make continuous improvements to your team s performance. The key is to prioritize the critical metrics so you are not drowning in data but starving for knowledge. Utilizing the information provided in Metrics That Matter, along with helpful tips from the previous book in this series, Customer Service Excellence: Blocking and Tackling Tips for Managers/Supervisors of Front Line Employees, will help you build and sustain a high-performing Call Center team. With these tools, you will better understand Call Center based metrics and can use them to make continuous improvements to your team s performance. You will be well on your way to creating a World Class support organization.

READ ONLINE
[4.27 MB]

Reviews

This pdf is wonderful. It is definitely simplified but excitement from the 50 percent in the ebook. You wont sense monotony at at any time of your time (that's what catalogues are for relating to should you request me).
-- Jaqueline Kerluke

I just started looking at this pdf. It can be rally fascinating throgh studying period of time. Its been printed in an extremely basic way and is particularly only following i finished reading through this publication where in fact altered me, change the way i really believe.
-- Mr. Stephan McKenzie