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# Call Center Training

By Opportunities for Change

Createspace Independent Publishing Platform, United States, 2016. Paperback. Book Condition: New. 216 x 140 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Phone skills are a highly valuable tool to have in an employee s skill-set, and Call Center Training will help provide those skills. This book will help you improve your phone skills which will make you more confident, improve sales, and help gain new customers while retaining your current cliental. Call Center Training will lower costs as it can reduce turnover. This will produce a positive environment throughout your company and help influence the organization as a whole. Evaluating metrics and coaching are also used to make sure you are reaching your potential, and to keep your skill-set at a high level.



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