

The Complete Help Desk Guide



by Mary Lenz

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The Smashing Idea Book Cameron Chapman, 2011-08-15 Presents a collection of design ideas and more than seven hundred examples from websites to help create an effective Web site

Cases in Call Center Management Richard Feinberg, Ko de Ruyter, Lynne Bennington, 2005 Annotation: The book is rounded out with a section on resources that will provide hundreds of ideas to accentuate your current call center. Both a practical guide and an exhaustive reference, *Cases in Call Center Management* is an investment in the future success of your customer service operations.

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