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Sue Starfield, Christoph Hafner



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Anton, Jodie Monger, Debra Sue Perkins, 1997 Annotation With the emergence of the callcenter as a mission critical part of the corporate customer service strategy management of the callcenter has moved from a reactive fire fighting style to a more proactive tactical style of professional management Measurements drive behavior and you get what you measure and reward The primary purpose of this book is to provide new professional callcenter managers with a methodology for managing their callcenter by the numbers **A Practical Guide to Call Center Technology** Andrew Waite, 2002-01-02 Get the most out of ACDs automatic call distributors and other complex systems in order to boost customer satisfaction and increase sales Includes three ready to use RFPs request for proposals for buying an ACD computer telephony system or recording

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Call Centers For Dummies Real Bergevin, Afshan Kinder, Winston Siegel, Bruce Simpson, 2010-05-11 Tips on making your call center a genuine profit center. In North America call centers are a 13 billion business employing 4 million people. For managers in charge of a call center operation this practical user friendly

guide outlines how to improve results measurably following its principles of revenue generation efficiency and customer satisfaction In addition this new edition addresses many industry changes such as the new technology that s transforming today s call center and the location neutral call center It also helps readers determine whether it s cost efficient to outsource operations and looks at the changing role and requirements of agents The ultimate call center guide now revised and updated The authors have helped over 60 companies improve the efficiency and effectiveness of their call center operations Offers comprehensive guidance for call centers of all sizes from 20 person operations to multinational businesses With the latest edition of Call Centers For Dummies managers will have an improved arsenal of techniques to boost their center s bottom line

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Business Process Outsourcing VINOD V. SOPLE,2009-05-25 This book is a comprehensive presentation of the fundamental concepts of business process outsourcing BPO and its applications in the Indian industrial context It offers a strategic framework for BPO management which is crucial for creating competitive advantage for a business enterprise The book is designed for MBA and PGDM students as well as students in BPO training schools and executives in BPO sector The text organized into sixteen chapters contains a wealth of useful and practical information on the following facets of the BPO industry Strategic tactical control and operational aspects of BPO administration BPO business models Regulatory and legal framework of the BPO industry Terms conditions responsibilities and obligations involved in the BPO contract and service level agreement Service issues regarding supplier selection and process quality Criteria for performance evaluation of service providers Challenges involving upward shift in service value chain as well as human resource management Chapter end review questions help in easy comprehension of the underlying principles The appendices contain important additional information about the BPO industry

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Asmussen, Nielson 'Nino' de Carvalho, Derek Erdmann, Monica Falcone, Rin Fujiwara, Nobuhiko Furuya, Lourie Goodall, Joe Hew, Kousei Kawamura, Tony Makepeace, Erich Moraga, Stefan Neff, Tomoaki Ogino, Alberto Barajas Ortiz, Aderson Pacini, Trinidad Armando Rangel Ruiz, Michael Scott, Joe Swingler, Taisei Takai, Nao Takemura, Takahiro Tsuda, Chen Zhu, IBM Redbooks, 2022-07-07 This IBM Redbooks publication covers IBM TS7700 R5 2 The IBM TS7700 is part of a family of IBM Enterprise tape products This book is intended for system architects and storage administrators who want to integrate their storage systems for optimal operation Building on 25 years of experience the R5 2 release includes many features that enable improved performance usability and security Highlights include IBM TS7700 Advanced Object Store an all flash TS7770 grid resiliency enhancements and Logical WORM retention By using the same hierarchical storage techniques the TS7700 TS7770 and TS7760 can also off load to object storage Because object storage is cloud based and accessible from different regions the TS7700 Cloud Storage Tier support essentially allows the cloud to be an extension of the grid As of this writing the TS7700C supports the ability to off load to IBM Cloud Object Storage Amazon S3 and RSTOR This publication explains features and concepts that are specific to the IBM TS7700 as of release R5 2 The R5 2 microcode level provides IBM TS7700 Cloud Storage Tier enhancements IBM DS8000 Object Storage enhancements Management Interface dual control security and other smaller enhancements The R5 2 microcode level can be installed on the IBM TS7770 and IBM TS7760 models only Note The latest Release 5 2 was split into two phases R5 2 Phase 1 also referred to as and R5 2 Phase 2 and R TS7700 provides tape virtualization for the IBM z environment Off loading to physical tape behind a TS7700 is used by hundreds of organizations around the world Tape virtualization can help satisfy the following requirements in a data processing environment New and existing capabilities of the TS7700 5 2 2 release includes the following highlights Eight way Grid Cloud which consists of up to three generations of TS7700 Synchronous and asynchronous replication of virtual tape and TCT objects Grid access to all logical volume and object data that is independent of where it exists An all flash TS7770 option for improved performance Full Advanced Object Store Grid Cloud support of DS8000 Transparent Cloud Tier Full AES256 encryption for data that is in flight and at rest Tight integration with IBM Z and DFSMS policy management DS8000 Object Store AES256 in flight encryption and compression Regulatory compliance through Logical WORM and LWORM Retention support Cloud Storage Tier support for archive logical volume version and disaster recovery Optional integration with physical tape 16 Gb IBM FICON throughput that exceeds 5 GBps per TS7700 cluster Grid Resiliency Support with Control Unit Initiated Reconfiguration CUIR support IBM Z hosts view up to 3 968 common devices per TS7700 grid TS7770 Cache On demand feature that is based capacity licensing TS7770 support of SSD within the VED server The TS7700T writes data by policy to physical tape through attachment to high capacity high performance IBM TS1160 IBM TS1150 and IBM TS1140 tape drives that are installed in an IBM TS4500 or TS3500 tape library The TS7770 models are based on high performance and redundant IBM POWER9™ technology They provide improved performance for most IBM Z tape workloads when

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