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Choosing, implementing, maintaining and reassessing the most suitable call center solution for the business is a core duty of every call center manager. 3. Use Data to Inform Decision-Making.

Setting measurable goals and looking at the data cannot be underestimated as techniques for effective call center management.

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A call center has an open workspace for call centre agents, with work stations that include a

computer and display for each agent, a telephone set/headset connected to a telecom switch or to an inbound/outbound call management system, and one or more supervisor

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