



# Contact Centers - Simple Steps to Win, Insights and Opportunities for Maxing Out Success

*Gerard Blokdiik*

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The one-stop-source powering Contact Centers success, jam-packed with ready to use insights for results, loaded with all the data you need to decide how to gain and move ahead.

Based on extensive research, this lays out the thinking of the most successful Contact Centers knowledge experts, those who are adept at continually innovating and seeing opportunities.

This is the first place to go for Contact Centers innovation - INCLUDED are numerous real-world Contact Centers blueprints, presentations and templates ready for you to access and use.

Also, if you are looking for answers to one or more of these questions then THIS is the title for you:

How important is First Call Resolution (FCR) for contact centers? Contact centers that answer SMS messages? What should contact centers do before accepting social media tasks? How do contact centers implement First Call Resolution (FCR) reporting? Do you think integration of Contact Centers and SM Monitoring tools will be a must have in a near future? Why are companies rejecting offshore contact centers? How will voice biometrics be used online and through contact centers for Retail companies in the future? How do contact centers charge for handling social media? Per tweet, per post, question or per character typed? In the United States, are there any federal regulations that require banking/finance contact centers to maintain 100% transcripts of all customer care interactions? ...and much more...

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