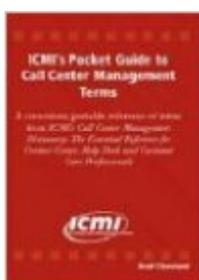# ICMI's Pocket Guide To Call Center Management Terms: The Essential Reference For Contact Center, Help Desk And Customer Care Professionals

Synopsis

Everything in the call center industry seems to be expanding-contact channels, customer, and employee expectations, technology options and the overall role of the call center. While the ICMI's Pocket Guide to Call Center Management Terms may be diminutive in nature, it can have a big impact on the knowledge, eloquence and insight of those working in this dynamic profession. With a comprehensive-though compact-guide to just about every industry acronym, as well as concise definitions of every term a manager or supervisor should know, The Pocket Guide aims to promote consistency and clarity in the way that call center professional worldwide communicate, cooperate, and strive to understand this exciting field.

Book Information

Paperback: 152 pages

Publisher: Call Center Press (July 2004)

Language: English

ISBN-10: 1932558004

ISBN-13: 978-1932558005

Product Dimensions: 5.1 x 3.6 x 0.4 inches

Shipping Weight: 1.6 ounces

Average Customer Review: 5.0 out of 5 stars See all reviews (1 customer review)

Best Sellers Rank: #1,501,593 in Books (See Top 100 in Books)   #107 in Books > Business & Money > Marketing & Sales > Marketing > Telemarketing   #8061 in Books > Computers & Technology > Business Technology   #14841 in Books > Business & Money > Management & Leadership > Management

Customer Reviews

I have a 10-year experience in the Call Center Industry. However, like many other Call center professionals, I find it quite difficult to fully understand the wide variety of technical terms used within the Industry.This is a cheap, very reliable little dictionary that makes the difference every day at work - you can take it everywhere and it presents a full explanation of the most important Call center management terms.There is a full-size version from the same authors "ICMI's Call Center Management Dictionary: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals", but I haven't ordered it. Congratulations to ICMI and Brad Cleveland.

Download to continue reading...

ICMI's Pocket Guide to Call Center Management Terms: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals Call Center Management on Fast Forward: Succeeding in Today's Dynamic Customer Contact Environment (2nd Edition) 2015 Physicians' Desk Reference, 69th Edition (Physicians' Desk Reference (Pdr)) iPhone for Work: Increasing Productivity for Busy Professionals (Books for Professionals by Professionals) The Oxford American Desk Thesaurus (Oxford Desk Reference Series) Cats: Cat Care- Kitten Care- How To Take Care Of And Train Your Cat Or Kitten (Cat Care, Kitten Care, Cat Training, Cats and Kittens) Dogs: Dog Care- Puppy Care- How To Take Care Of And Train Your Dog Or Puppy (Dog Care, Puppy Care, Dog Training, Puppy Training) Dictionary of Insurance Terms (Barron's Dictionary of Insurance Terms) Networking Is a Contact Sport: How Staying Connected and Serving Others Will Help You Grow Your Business, Expand Your Influence -- or Even Land Your Next Job Customer Satisfaction Is Worthless, Customer Loyalty Is Priceless: How to Make Customers Love You, Keep Them Coming Back and Tell Everyone They Know HTML and XHTML Pocket Reference (Pocket Reference (O'Reilly)) Customer Service: Career Success Through Customer Loyalty (6th Edition) Chief Customer Officer 2.0: How to Build Your Customer-Driven Growth Engine The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations The Intuitive Customer: 7 Imperatives For Moving Your Customer Experience to the Next Level XSLT 1.0 Pocket Reference (Pocket Reference (O'Reilly)) NUnit Pocket Reference (Pocket Reference (O'Reilly)) HTML & XHTML Pocket Reference: Quick, Comprehensive, Indispensible (Pocket Reference (O'Reilly)) UML 2.0 Pocket Reference (Pocket Reference (O'Reilly)) HTML5 Pocket Reference (Pocket Reference (O'Reilly))