



The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation

Donna Fluss

Download now

[Click here](#) if your download doesn't start automatically

The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation

Donna Fluss

The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation Donna Fluss

"To get a competitive edge in a world of commoditized service, companies have to convert their reactive, cost-oriented contact centers into predictive, engaged, revenue-generating, real-time profit centers. A real-time contact center provides an outstanding customer experience, enhances loyalty, increases sales, reduces expenses, and streamlines information flow between the center and the company at large -- all of which adds up to substantial bottom-line improvement. The Real-Time Contact Center is a practical guide to building a service infrastructure that will simultaneously exceed your customers' expectations, and build revenues. This timely book will help you: Establish the business case for transforming your contact center into a real-time profit center. * Sort through the technologies and systems that enable real-time contact centers, and learn the best ways to use them. * Build profitable relationships with sales and marketing. * Strengthen your self-service applications to improve their efficiency and to reduce dependence on service representatives, enabling significant cost reductions. * Hire, train, and motivate staff to keep your contact center at the top of its game. * Make smart, ethical decisions regarding offshore outsourcing. The book is packed with step-by-step implementation plans for migrating from your current model to the real-time contact center, and offers a complete package of winning strategies, practical guidelines, and best practices. Each chapter includes self-assessment checklists for use by all the crucial players in your contact environment. The Real-Time Contact Center analyzes the business trends that are driving change in the contact center market, and provides vendor names and a market overview of key call center technology, systems, and applications. The book also discusses how to optimize management and processes to ensure your people are well positioned to deliver extraordinary service with every interaction. Most importantly, The Real-Time Contact Center will show you how to make this crucial transformation without disrupting your current service initiatives. With the powerful tools and practical recommendations in this book, you will transfer quickly and seamlessly to a world-class contact center that's designed to generate substantial revenue, delight your customers, reduce expenses, and make your organization the envy of its industry."

 [Download The Real-Time Contact Center: Strategies, Tactics, ...pdf](#)

 [Read Online The Real-Time Contact Center: Strategies, Tactic ...pdf](#)

Download and Read Free Online The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation Donna Fluss

From reader reviews:

Thomas Abrams:

Book will be written, printed, or descriptive for everything. You can know everything you want by a reserve. Book has a different type. We all know that that book is important point to bring us around the world. Close to that you can your reading proficiency was fluently. A publication The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation will make you to end up being smarter. You can feel much more confidence if you can know about everything. But some of you think that will open or reading the book make you bored. It's not make you fun. Why they may be thought like that? Have you seeking best book or suitable book with you?

Holly Taylor:

Spent a free the perfect time to be fun activity to perform! A lot of people spent their spare time with their family, or their own friends. Usually they doing activity like watching television, gonna beach, or picnic inside park. They actually doing same thing every week. Do you feel it? Do you want to something different to fill your own free time/ holiday? Might be reading a book can be option to fill your cost-free time/ holiday. The first thing you will ask may be what kinds of e-book that you should read. If you want to try look for book, may be the publication untitled The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation can be fine book to read. May be it might be best activity to you.

Scott Burnett:

Typically the book The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation has a lot of knowledge on it. So when you check out this book you can get a lot of profit. The book was published by the very famous author. The author makes some research before write this book. This specific book very easy to read you will get the point easily after reading this article book.

Karen Lambert:

Are you kind of occupied person, only have 10 or even 15 minute in your day to upgrading your mind skill or thinking skill even analytical thinking? Then you have problem with the book as compared to can satisfy your short time to read it because pretty much everything time you only find reserve that need more time to be read. The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation can be your answer as it can be read by anyone who have those short time problems.

**Download and Read Online The Real-Time Contact Center:
Strategies, Tactics, and Technologies for Building a Profitable
Service and Sales Operation Donna Fluss #FGEL3KJ0XQI**

Read The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation by Donna Fluss for online ebook

The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation by Donna Fluss Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation by Donna Fluss books to read online.

Online The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation by Donna Fluss ebook PDF download

The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation by Donna Fluss Doc

The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation by Donna Fluss Mobipocket

The Real-Time Contact Center: Strategies, Tactics, and Technologies for Building a Profitable Service and Sales Operation by Donna Fluss EPub