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Call Center telephone customer service excellence training ...

Training call center agents is an important, yet often dreaded endeavor. Many managers aim to get agents up and running quickly and thus cut corners whenever possible. They might ask their new hires to skip the boring company culture video, or throw them to the phones before they are ready. Other managers might feel as if they are too busy to personally train them so they hand them a manual ...

6 Must-Haves to Include in your Call Center Agent Training ...

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Call Center agent development training programs

Customers expectations for service are always increasing and call center training is a crucial part of the puzzle. Improving performance management and training best practices in the call center is key to keeping your customers happy. “Make sure that everyone who talks to customers on the phone, or answers the business line, is trained,” says Gail Goodman, president at communications and ...

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