

Keep Calm and Contact: How to Launch a Home Based Contact Center (Paperback)



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Reviews

Here is the finest publication i have read through until now. I am quite late in start reading this one, but better then never. I am just easily can get a pleasure of studying a created publication.
(Morgan Bashirian)

KEEP CALM AND CONTACT: HOW TO LAUNCH A HOME BASED CONTACT CENTER (PAPERBACK)



BookBaby, United States, 2017. Paperback. Condition: New. Language: English . Brand New Book. About this book This book is NOT specifically about how to run a Contact Center Business, although I have committed a substantial portion of the book to that subject. Its real purpose is to assist you in actually applying the mechanics of getting up and running with your own Contact Center business and how to quickly start making money with it. I present some time-tested principles and personal experiences to help you make your Contact Center financially successful, either from your home or a small office, inexpensively, for under US\$100. Many good books will show you how to run your Contact Center on a daily basis. They will teach you how to write Call Scripts and how to apply the principles of managing and running a Contact Center. Good books to read if you decide to later expand your business from your home or small office into a bigger enterprise. Their ideas and concepts are mostly intended to show you how to expand your business. I will include a list of some of these books and other helpful resources at the end of this book. My feeling is that the task of contacting someone to have a nice, polite chitchat over the phone isn't rocket science, nor is it a difficult task. It does require a few basic skills such as knowing what to do and what to say, and what not to do and what not to say. Sure, you'll make some mistakes along the way, but it is mostly common sense. If you are tenacious, the probability of you becoming successful is highly probable. Before you get started, finish reading this book to get a broad overview of how to get your...



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