Customer World Management - Operations -Skills Benchmark Series: Customer Service(Chinese Edition)

By ZHAO XI

DOWNLOAD

3

paperback. Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Pages Number: 366 Publisher: Tsinghua University Press Pub. Date :2005-4-1. This book is the first in customer service research in the field of Information Industry Ministry of customers world body to compile one of a series of books; customers world body is also domestic customer care concept initiator. This book sets the author with many years of theoretical and practical experience. is the only one on the market in the field of customer service combined with the concept of customer care. customer service operations practice. call centers and many other professional knowledge of books. Book in taking the customer service operations, so the book to the practical work of guiding values. This book was also selected as the key institutions of professional customer service management textbooks. Book for the industry self-management and service staff and internal training use. Inbound and outbound call center agents and supervisors business. telemarketing staff. operating room staff. great customer Commissioner. information integration and processing personnel. workers. and so can answer the hotline...



Reviews

I just started off reading this article publication. Sure, it is actually perform, continue to an amazing and interesting literature. Your daily life period will be transform as soon as you full reading this article pdf. -- Dessie Gaylord

This is basically the very best publication i actually have go through until now. It really is loaded with knowledge and wisdom I realized this publication from my i and dad encouraged this publication to discover. -- Bryana Klocko III

DMCA Notice | Terms