



# Contact Center - Simple Steps to Win, Insights and Opportunities for Maxing Out Success

*Gerard Blokdiik*

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The one-stop-source powering Contact Center success, jam-packed with ready to use insights for results, loaded with all the data you need to decide how to gain and move ahead.

Based on extensive research, this lays out the thinking of the most successful Contact Center knowledge experts, those who are adept at continually innovating and seeing opportunities.

This is the first place to go for Contact Center innovation - INCLUDED are numerous real-world Contact Center blueprints, presentations and templates ready for you to access and use.

Also, if you are looking for answers to one or more of these questions then THIS is the title for you:

What is a good cloud-based contact center solution?

Is social media really just another channel of interaction for the contact center? Or is it more than that?

Who's looking for a contact center for their companies/business?

Which department owns the role of customer engagement via twitter? Is it contact center? PR department? Both?

What are the typical drawbacks of using CRM in a contact center?

What is the best software to maintain knowledge base for a multi customer contact center?

What is the main purpose of contact center support solutions?

Who are the best providers of Social Media Contact Center?

How do you track social media contact center statistics?

How do you choose Social Media reps for your contact center? ...and much more...

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