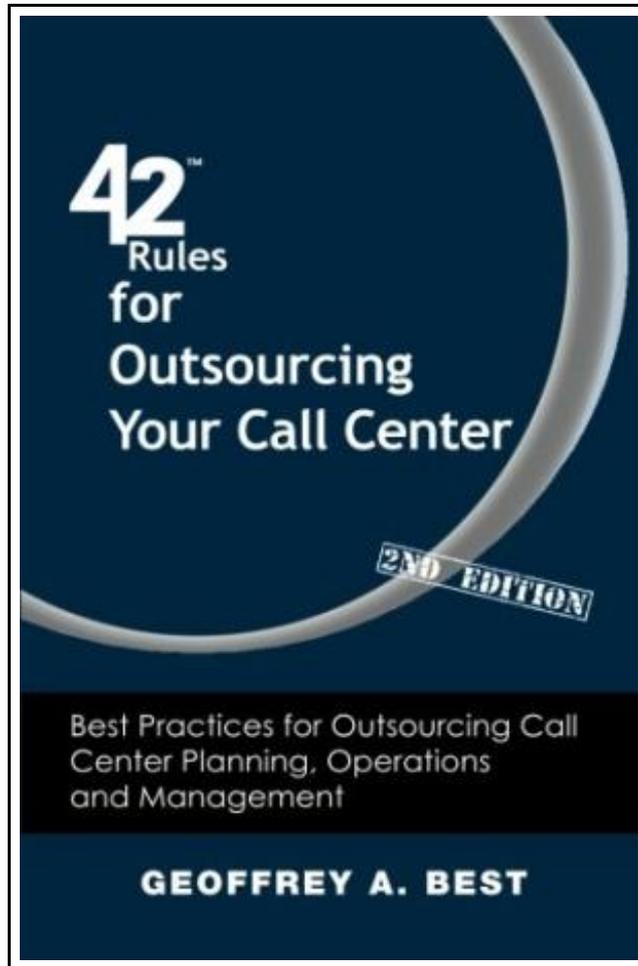# 42 Rules for Outsourcing Your Call Center (2nd Edition): Best Practices for Outsourcing Call Center Planning, Operations and Management

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Reviews

Comprehensive information! Its this sort of very good read through. This is certainly for all those who statte that there was not a worthy of studying. Your daily life period will likely be convert as soon as you total reading this publication.
(Candace Kling)

42 RULES FOR OUTSOURCING YOUR CALL CENTER (2ND EDITION): BEST PRACTICES FOR OUTSOURCING CALL CENTER PLANNING, OPERATIONS AND MANAGEMENT

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Super Star Press, United States, 2012. Paperback. Book Condition: New. 213 x 137 mm. Language: English . Brand New Book ***** Print on Demand *****. 42 Rules for Outsourcing Your Call Center (2nd Edition) is a compilation of real-life problems, lessons learned, pitfalls found, and practical approaches for planning, implementing, and outsourcing call center operations. It provides a path for companies outsourcing their first call center with a logical sequence of steps for moving an existing operation to an outsourced organization. The book is a foundation for anyone considering outsourcing their call center. It starts by answering the question Why Outsource, and then guides the reader with rules from defining the project to selecting a vendor to the first go-live call. Businesses continue to be challenged to find ways to minimize costs and maximize profits while retaining their customers with excellent service. They need to focus on customer retention and realize that running their own contact centers is not their core competence. These businesses need outsourcers that can deliver high customer satisfaction and execute cross-sell/up-sell revenue strategies. This book takes the reader through the entire process from gathering requirements and setting goals, to identifying an outsourcing strategy and understanding and operational capabilities of a outsource partner. The reader will learn: When outsourcing makes sense How to define an outsourcing approach What to look for in an outsourcing partner When to determine if agents can work at home How to craft an effective RFP 42 Rules for Outsourcing Your Call Center (2nd Edition) is a must-have for all call center managers hoping to improve customer satisfaction, increase customer retention and turn their call center into a revenue generating machine.

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