



# **ICMI's Call Center Management Dictionary: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals**

*Brad Cleveland*

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## **ICMI's Call Center Management Dictionary: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals** Brad Cleveland

ICMI's Call Center Management Dictionary is a practical, comprehensive reference for customer contact professionals. This essential resource covers a host of subjects, including, but not limited to, measurements, objectives, reporting, analysis, forecasting, planning, monitoring, coaching, quality, performance, improvement, human resources, training, customer behavior, marketing, technologies, budgeting, finance, strategy, industry acronyms, and more!

Accurate and easy to use, ICMI's Call Center Management Dictionary is designed to cut through the clutter and confusion in today's terminology, so that you can communicate more effectively, improve customer services and make better decisions that will help build your career.

1072 acronyms and terms, 41 graphs and tables.

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