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# Call Center Management On Fast Forward Succeeding In Today's Dynamic Inbound Environment

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A call center has an open workspace for call centre agents, with work stations that include a computer and display for each agent, a telephone set/headset connected to a telecom switch or to an inbound/outbound call management system, and one or more supervisor

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techniques for effective call center management.

To help you get out from under this overwhelmed feeling, and move you and your call center closer to success, we've compiled a list of the 15 best practices for effective call center management.

What Is A Call Center?

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Automatic Call Distribution (ACD), is designed to distribute incoming calls evenly among a group of telephone answering positions called agents. When all agents are busy, callers will be placed in a waiting queue and will be notified of that fact by an announcement.

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