



Hotlines. Episode 10, satisfying customers /

Video Education Australasia,
2006

Instructional films.

Material Projectable

Call centre professionals have to be knowledgeable about their products and services so they can offer advice and alternatives. Key Learning Points: Be well informed. Add value. Follow through

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Título: Hotlines. Episode 10, satisfying customers produced by Ash Quarry Productions

Editorial: Bendigo, Victoria Video Education Australasia 2006

Descripción física: 1 online resource (14 min.).

Duración: 001331

Mención de serie: Academic Video Online

Nota general: Title from resource description page (viewed Apr. 28, 2014)

Lengua: In English Original language in English

Materia: Centros de atención telefónica- Employees- Training of Communication Customer relations

Entidades: Ash Quarry Productions. pro

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