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When working in a call center, you will probably get a good understanding on how long it takes to complete tasks, whether they be calls, emails, or something else. Block off a certain amount of hours and try to complete a certain amount of calls or emails in the allotted time. 7. Take a break from

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Call centers have their own set of Key Performance Indicators (KPI) that managers can use to determine the success of their operations. Below we will review the common call center KPI. Remember, though, that the key

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management issue is not what these numbers are, but rather what you do with them.

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