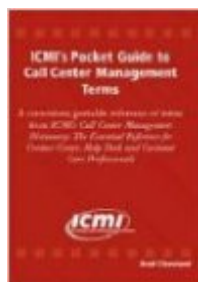# ICMI's Pocket Guide To Call Center Management Terms: The Essential Reference For Contact Center, Help Desk And Customer Care Professionals

Synopsis

Everything in the call center industry seems to be expanding-contact channels, customer, and employee expectations, technology options and the overall role of the call center. While the ICMI's Pocket Guide to Call Center Management Terms may be diminutive in nature, it can have a big impact on the knowledge, eloquence and insight of those working in this dynamic profession. With a comprehensive-though compact-guide to just about every industry acronym, as well as concise definitions of every term a manager or supervisor should know, The Pocket Guide aims to promote consistency and clarity in the way that call center professional worldwide communicate, cooperate, and strive to understand this exciting field.

Book Information

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Customer Reviews

I have a 10-year experience in the Call Center Industry. However, like many other Call center professionals, I find it quite difficult to fully understand the wide variety of technical terms used within the Industry.This is a cheap, very reliable little dictionary that makes the difference every day at work - you can take it everywhere and it presents a full explanation of the most important Call center management terms.There is a full-size version from the same authors "ICMI's Call Center Management Dictionary: The Essential Reference for Contact Center, Help Desk and Customer Care Professionals", but I haven't ordered it. Congratulations to ICMI and Brad Cleveland.

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