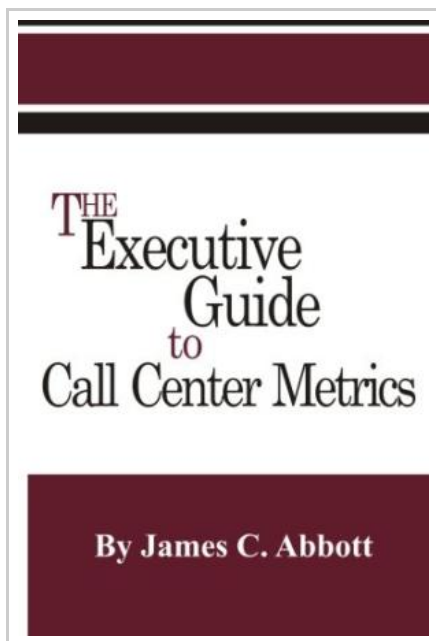




The Executive Guide to Call Center Metrics

By Abbott, James C

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