

## Call Center Basic Tutorial (Vol.2) Beijing Institute of Information Industry should be large Foreign Language Teaching and Research Press(Chinese Edition)



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Publication Date : September 1. 2010 ISBN: 9787560099248 words: Page: Revision: first Edition Binding : Size: weight : 440 g Editors Summary call center primary curriculum (Vol. Related Content 2 ) focuses on the art of customer service and sales base and other aspects of the industry calls to help beginners master service skills and sales skills. Call Center Basic Tutorial (Vol.2) published by Foreign Language Teaching and Research Press . Catalog preface the author describes Digest

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