



Call Center Policy and Procedures

A. Purpose of this Document

This document provides a comprehensive collection of policies and standards expected of call center agents and all other employees in [company name].

It's also meant to help [company name] manage staff members more effectively by defining acceptable and unacceptable employee behavior.

These rules are also in place to protect the employee, [company name], and its customers.

Contact Center Procedures Manual

WJ Hussar



Contact Center Procedures Manual:

Operating Policies and Procedures Manual for Medical Practices Bette A. Warn, Elizabeth W. Woodcock, 2001

Federal contact centers mechanism for sharing metrics and oversight practices along with improved data needed : report to congressional requesters. United States Government Accountability Office, 2006 **Monthly Catalog of United States Government Publications** ,1995 *Federal Register* ,1980-03-20 **IRS Plans for Service Center Operations in 1986** United States. Congress. House. Committee on Ways and Means. Subcommittee on Oversight, 1986 **Index of Administrative Publications** United States. Department of the Army, 1979-12 *Annotated Manual of Statutes and Regulations* United States, United States. Federal Home Loan Bank Board, 1984 **Military Publications** United States. Department of the Army, 1978 *Federal Register Index* ,1979 *Health Planning Reports Corporate Author Index* United States. Bureau of Health Planning, 1981 Lists citations to the National Health Planning Information Center s collection of health planning literature government reports and studies from May 1975 to January 1980
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