Designing the Best Call Center for Your Business, 2nd Edition

By Brendan B. Read

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Designing the Best Call Center for Your Business examines all key aspects of opening and expanding a live agent call center, with in-depth coverage on facilities and workstation design; site selection, including communications and power backups; f

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Editorial Review

About the Author
Brendan B. Read is a business editor, writer and consultant who writes about site selection, real estate, facilities, staffing, training, outsourcing and home working. Brendan served for many years as services editor of *Call Center* magazine. A frequent speaker at at industry conferences, he is the author of *Home Workplace* and co-author of *The Complete Guide to Customer Support*.

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