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Fecha: 29/11/2013	Fecha:	Fecha: 05/12/2013

Manual De Call Center

TD Snyder

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the 'TD Snyder' text.

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Manual básico para Call Centers y Telemárketing: La comercialización en la sociedad de la información Germán Augusto La Rota Osorio, 2022-05-10 En esta primera parte del Manual Básico para Call Centers y TELEMÁRKETING se tratan como ya se mencionan los aspectos más importantes relacionados con los call centers para contribuir a perfeccionar su gestión administrativa y dar a conocer los estudios preliminares que deben llevar a cabo quienes deseen montarlos. Todas las unidades de producción en los call centers son el resultado de una larga evolución en donde el desarrollo de la teleinformática de los sistemas y la electrónica aportan sus hallazgos. La comunicación telefónica entre quienes necesitan un producto y quienes lo ofrecen evoluciona a partir de la información que daban las secretarías y las recepcionistas, dando origen al telemarketing que se convierte en una herramienta que incrementa el volumen de las ventas al bajar sensiblemente los costos de comercialización.

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