



Telecom Management for Call Centers: A Practical Guide (Paperback)

By Luiz Augusto De Carvalho, Olavo Alves Jr

iUniverse, United States, 2011. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Telecom Management for Call Centers offers a practical guide to addressing the most common issues faced by telecom management in large call-centers. This handbook was written primarily for the telecom manager; the techniques described here are practical and easily applicable, focusing on the issues the telecom manager faces in his or her daily operational work. The lessons learned by the professionals in this growing field are not often documented and shared. This guide provides documentation of this practical knowledge in a single volume, presented by telecom professionals Luiz Augusto de Carvalho and Olavo Alves Jr. It offers a general view of how telecom infrastructures in large call-centers should be planned, priced, negotiated and managed. It examines call-center operations and provides guidelines for - cost management; - traffic management; - call-center infrastructure; - transport networks; - GSM gateways deployment; - billing systems and auditing; - dialer deployment. Carvalho and Alves also explore how to do the necessary calculations, prepare and use traffic matrixes, and map and analyze call-center traffic, including relevant case studies for all issues. Put your call center on the path to...



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