

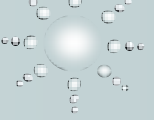


呼叫中心运营管理四重奏

--呼叫中心运营体系建设概述

王丹丹

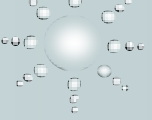


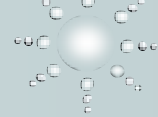


运营主基调

运营主旋律

运营四重奏





主旋律

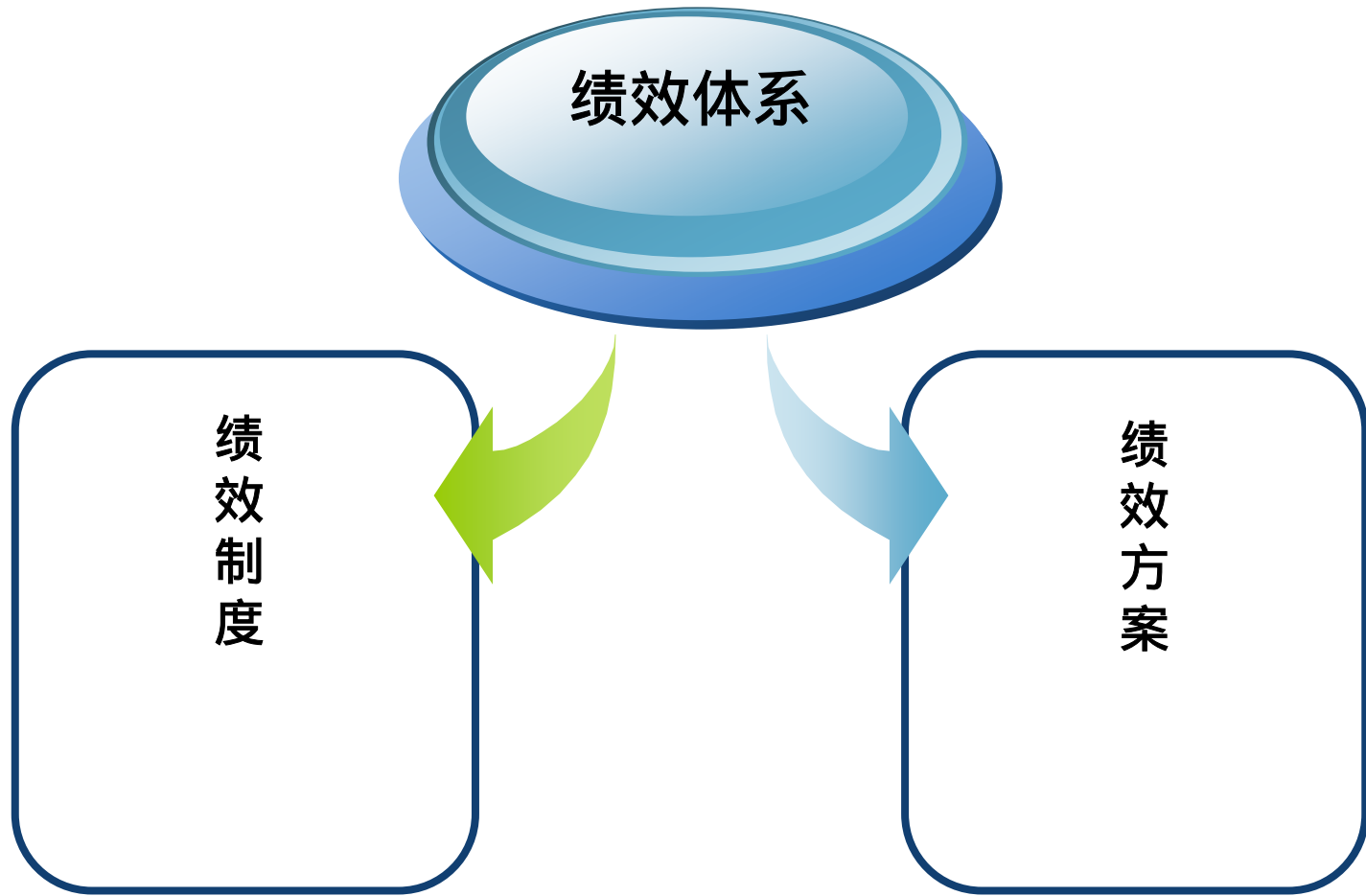
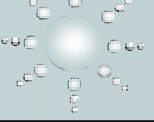
12字方针

建制度

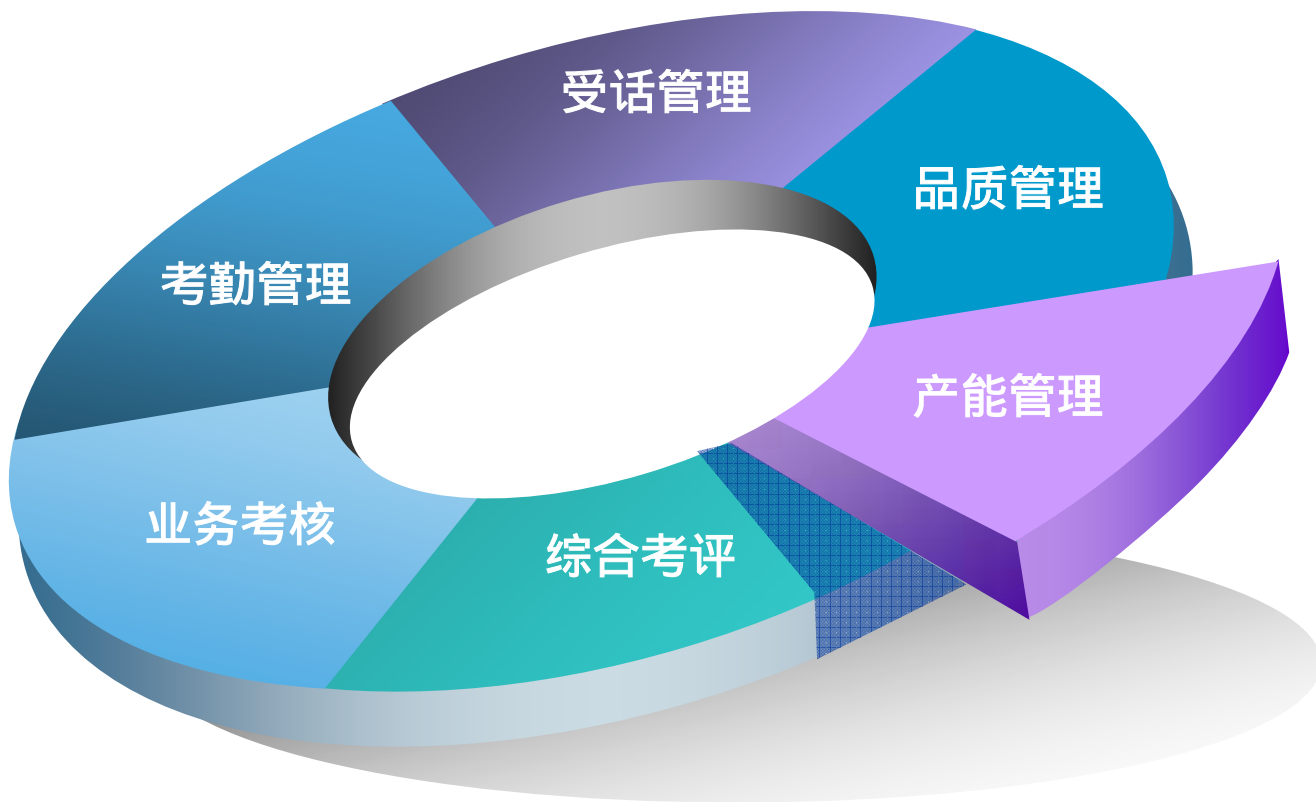
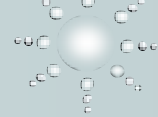
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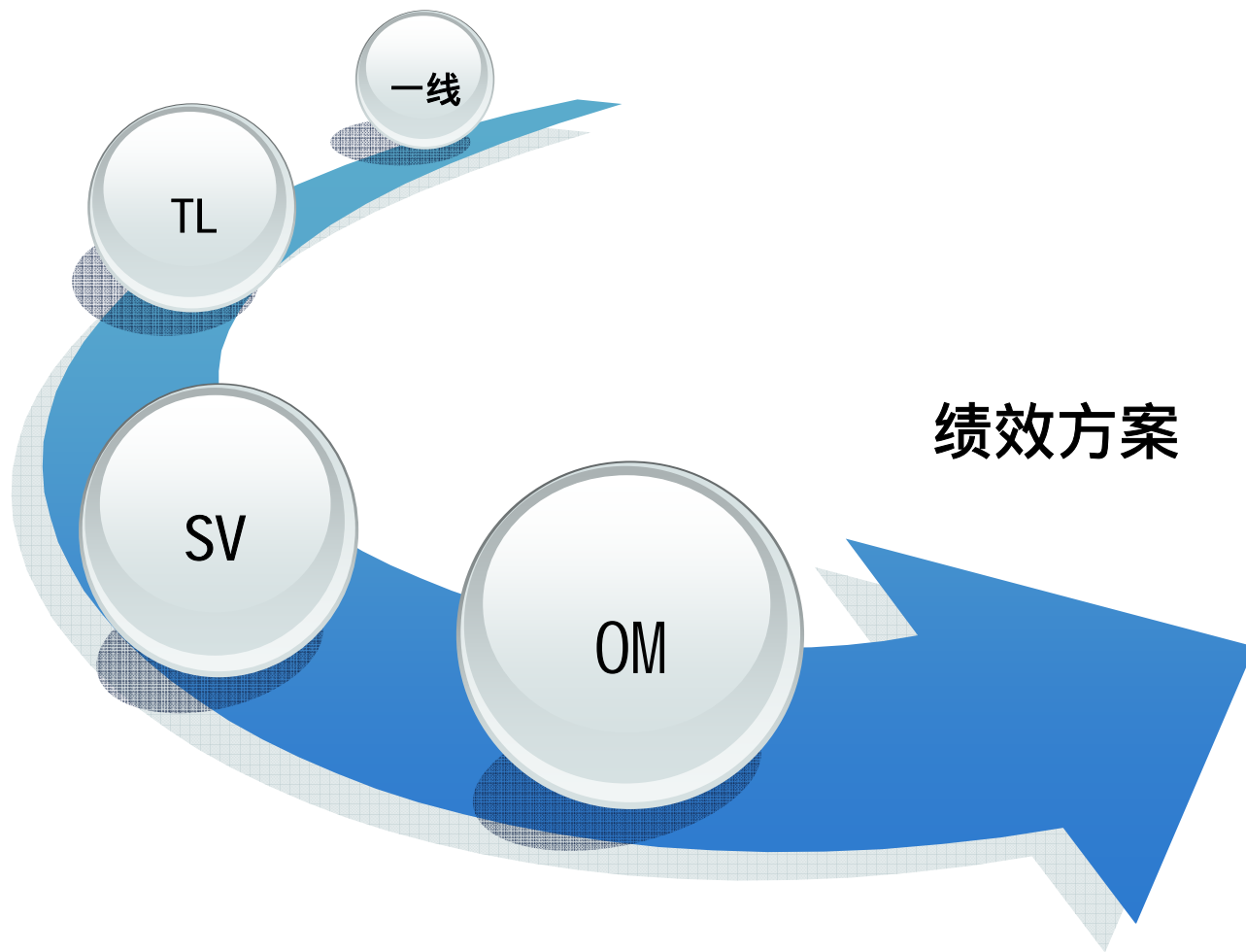
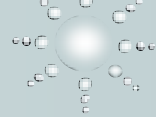
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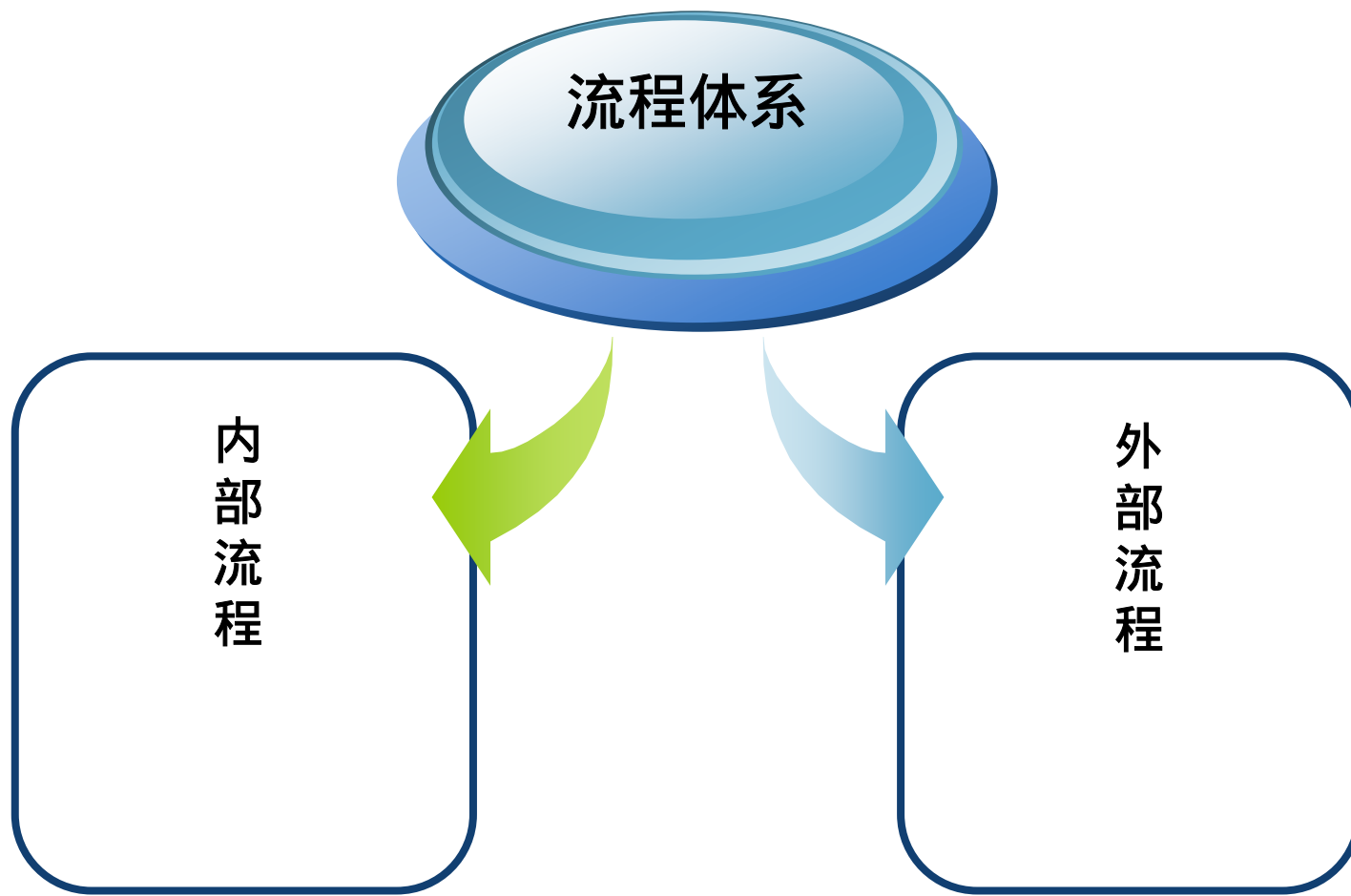
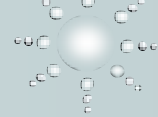
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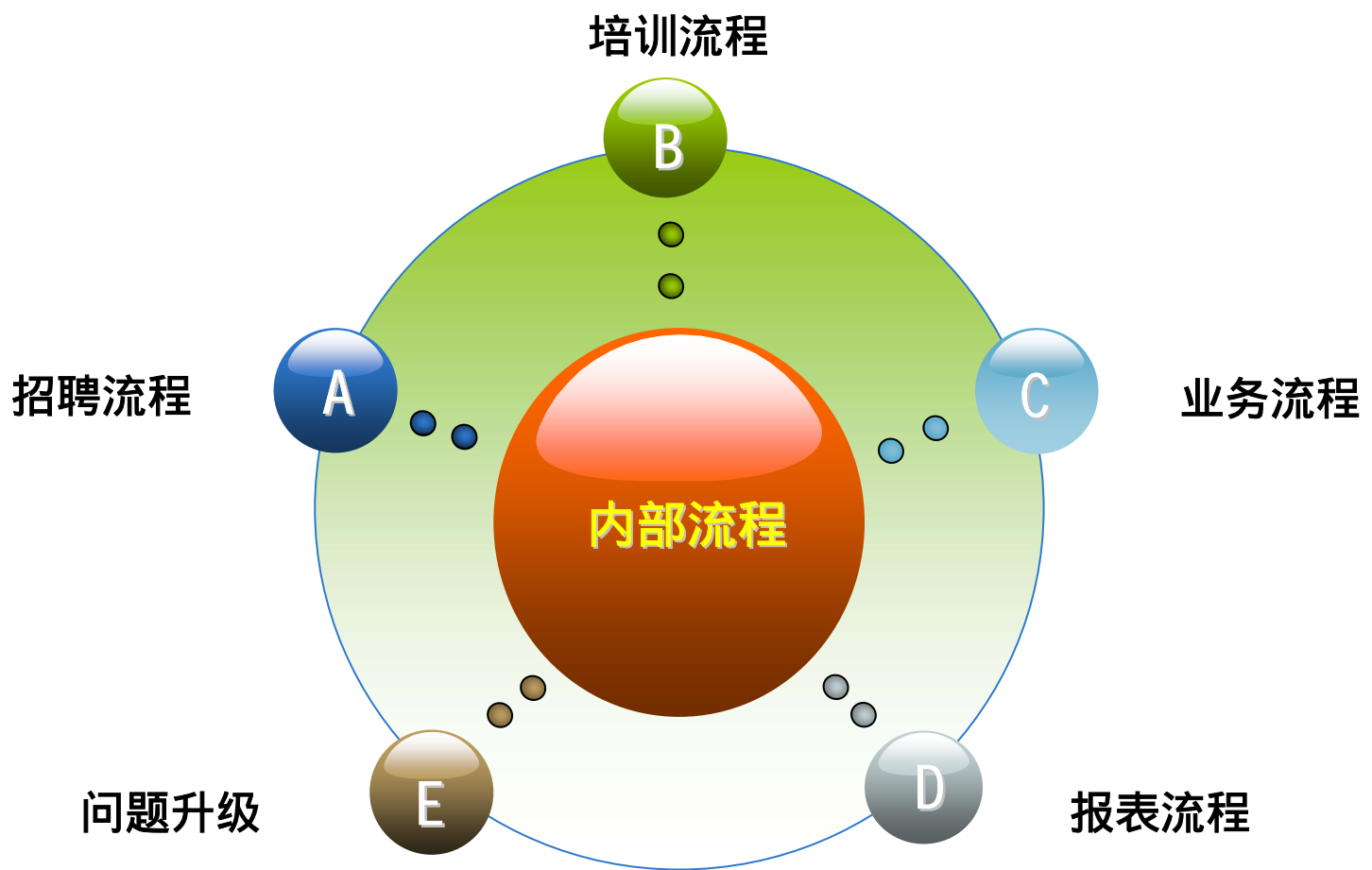
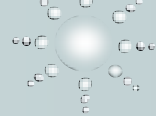
运营四重奏—制度

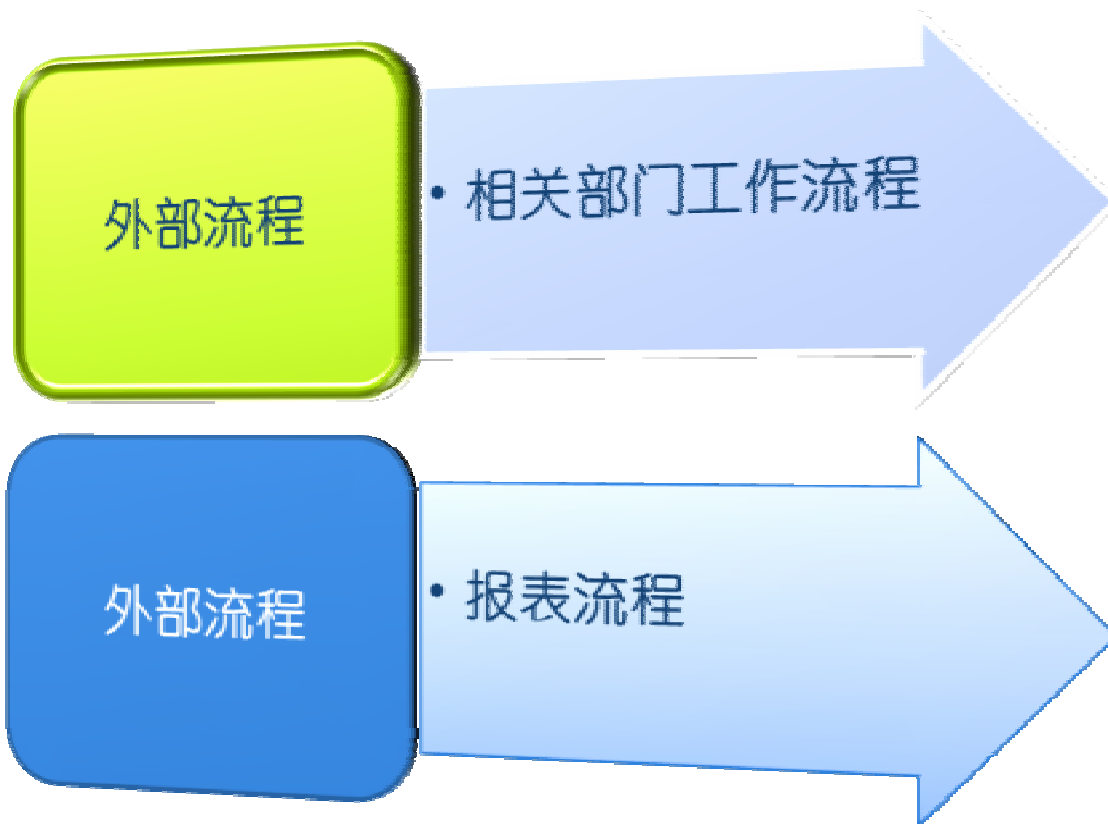
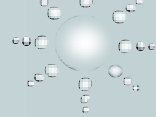




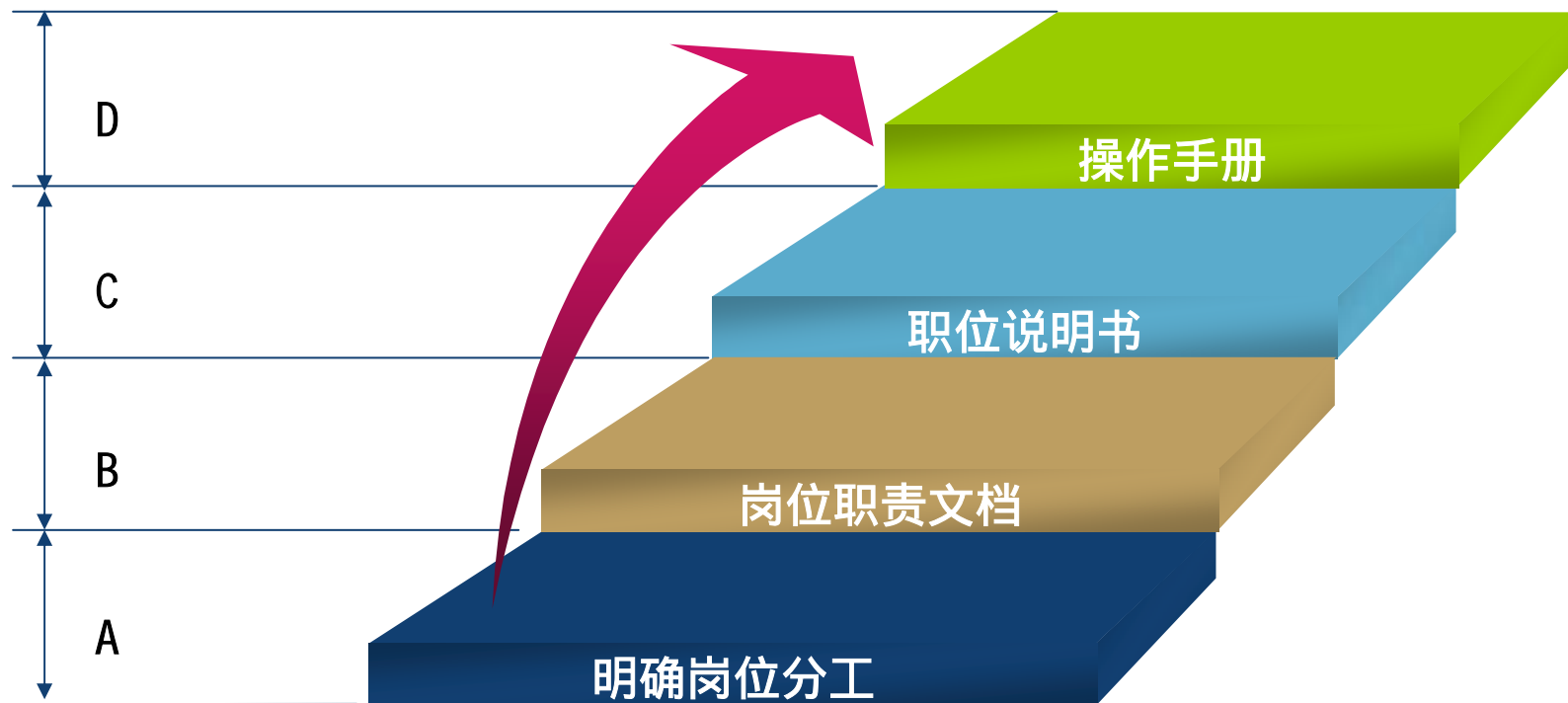
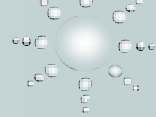


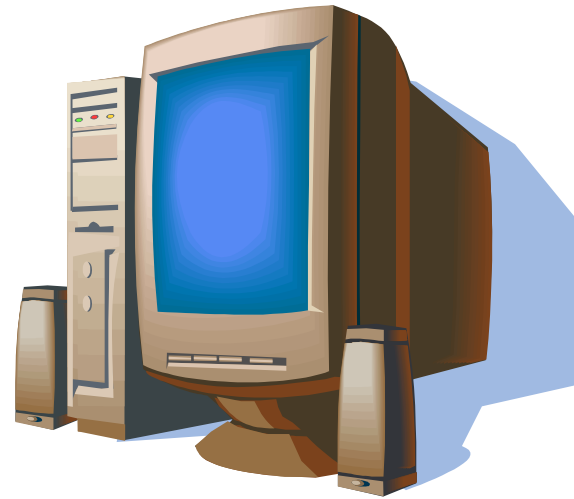
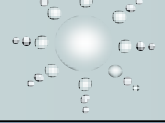
运营四重奏—流程

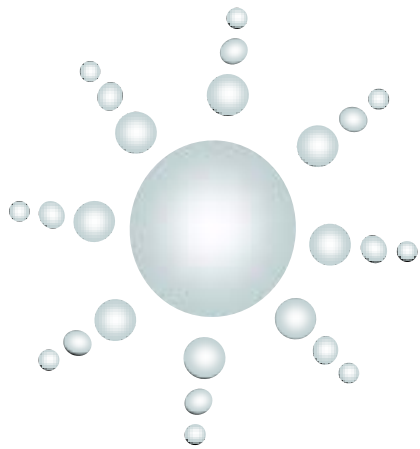




运营四重奏—分工







Thank You !

www.ctiforum.com/resource/columns/wangdd.htm

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