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<http://www.firstcontactsaaS.com/features/intelligentcallscripting.aspx>

10 Call- Center Script Mistakes to Avoid | Reviews -

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<http://www.salesforce.com/crm/customer-service-support/workflow/>

6 Must-Haves to Include in your Call Center Agent -

Integrating these six must-haves with your call center agent training will enhance the quality of service your team provides customers.

<http://blog.talkdesk.com/6-must-haves-to-include-in-your-call-center-agent-training>

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