

# FROM COMPLAINT CENTER TO VALUE CENTER

- How do contact centers create value for both the company and the customer?
- Do social media mean the end of the contact center as we know it?
- How can contact centers improve their all too often negative image?

In Belgium some 100,000 people work in contact centers. Their importance for sales, marketing and customer service cannot be ignored. Even so, the cliché still exists that most customers do not like what they see as the 'impersonal' nature of the majority of contact centers. But does this stereotypical image really reflect reality?

Contact Center Management challenges the self-pitying 'Callmeero' reflex that is so typical of the sector. Leaving meaningless theory and politically correct slogans aside, the book shows how you can create real value with a contact center, both for your customers and for your own business.

**LAN LAEMMÉ** is the Director of Retail and Customer Care at bpost, where he is among other things in charge of four contact centers. Before that, he was head of the Customer Service department at Belgacom for more than ten years, where he was responsible for the operations of one of the largest contact center organizations in Belgium.

"The contact center is evolving from an annoying part of the business to being an important experience center. One person who understands this and has transformed contact centers in his tracks, is his new ABC book for Managers. With us the book is doing its job."

**WIMMO SMITH**, best-selling author of *De Purpose: Delfend en Productieve Customer Experience Theorie*.

"This book's value and experience are reflected in the book's positive, valuable insights to anyone trying to evolve their contact center into a vital part of the organization."

**BRUNO COUPEL**, Vice President of Marketing, EMEA at VMware

"Industry professionals, now more than ever, need a practical guide to understand the opportunity of revolutionary customer relations. Contact Center Management rises to the occasion."

**MELISSA H. BROWN**, Chief Marketing Officer, Van Gemme

"In this new, fun, easy-to-read, and convenient day-to-day practical guide with a clear vision about the future."

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# Center Vol 10 Value Center Paperback

**Xiaolong Qi**



**Center Vol 10 Value Center Paperback:**

The Top Books of the Year Center Vol 10 Value Center Paperback The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous compelling novels captivating the hearts of readers worldwide. Lets delve into the realm of top-selling books, exploring the engaging narratives that have enthralled audiences this year. Center Vol 10 Value Center Paperback : Colleen Hoover's "It Ends with Us" This touching tale of love, loss, and resilience has captivated readers with its raw and emotional exploration of domestic abuse. Hoover masterfully weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can succeed. Center Vol 10 Value Center Paperback : Taylor Jenkins Reid's "The Seven Husbands of Evelyn Hugo" This intriguing historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reid's captivating storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery. Discover the Magic : Delia Owens' "Where the Crawdads Sing" This mesmerizing coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens crafts a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting. These bestselling novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of compelling stories waiting to be discovered. The novel begins with Richard Papan, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts. The Secret History is a masterful and suspenseful novel that will keep you guessing until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

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