

The Four-Minute Customer

"Getting Jazzed about Your People and Quality Management Tour Call Center"

Michael Tamer

The Four Minute Customer

Ron Karr

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Essentials of Business Statistics Ken Black, Kenneth Urban Black, Ignacio Castillo, Amy Goldlist, Timothy

Edmunds, 2018-03 Discrete-Event Simulation Abdessalem Jerbi, 2024-12-12 The use of discrete event simulation in various fields such as in industry logistics and public health has really taken off over the last few decades The implementation of discrete event simulation does however require an understanding and perhaps even a mastery of precise theoretical and methodological principles Discrete Event Simulation presents the key concepts involved in any discrete event simulation project covering the most frequently used techniques for analysing data and results the methodological and practical aspects of implementing discrete event simulation along with an introduction to the use of the Arena discrete event simulation tool This book combines the elements presented with applied examples as well as numerous examples of simulation projects in various fields

The Complete Idiot's Guide to Great Customer Service Ron Karr, 2003-01-13 You re no idiot of course You skillfully manage your kids temper tantrums diplomatically handle office politics and even pleasantly deal with your friends bickering But when it comes to handling customer service you feel utterly lost It s time to make great customer service an indispensable part of your daily operation The Complete Idiot's Guide to Great Customer Service teaches you how to create the Service Difference service that genuinely pleases your customers and sets your organization apart from the pack

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