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KEY=CENTER - MAXIM MCMAHON

THE HANDBOOK OF BLENDED LEARNING

GLOBAL PERSPECTIVES, LOCAL DESIGNS

John Wiley & Sons This comprehensive resource highlights the most recent practices and trends in blended learning from a global perspective and provides targeted information for specific blended learning situations. You'll find examples of learning options that combine face-to-face instruction with online learning in the workplace, more formal academic settings, and the military. Across these environments, the book focuses on real-world practices and includes contributors from a broad range of fields including trainers, consultants, professors, university presidents, distance-learning center directors, learning strategists and evangelists, general managers of learning, CEOs, chancellors, deans, and directors of global talent and organizational development. This diversity and breadth will help you understand the wide range of possibilities available when designing blended learning environments. Order your copy today!

HANDBOOK OF DISTANCE EDUCATION

SECOND EDITION

Routledge The second edition of this award-winning book continues the mission of its predecessor, to provide a comprehensive compendium of research in all aspects of distance education, arguably the most significant development in education over the past quarter century. While the book deals with education that uses technology, the focus is on teaching and learning and how its management can be facilitated through technology. This volume will be of interest to anyone engaged in distance education at either the K-12 or college level. It is also appropriate for corporate and government trainers and for administrators and policy makers in all these environments.

INTERNATIONAL DIRECTORY OF COMPANY HISTORIES

Saint James Press This multi-volume series provides detailed histories of more than 8,500 of the most influential companies worldwide.

A PRACTICAL GUIDE TO CALL CENTER TECHNOLOGY

SELECT THE RIGHT SYSTEMS FOR TOTAL CUSTOMER SATISFACTION

CRC Press Get the most out of ACDs (automatic call distributors) and other complex systems in order to boost customer satisfaction and increase sales Includes three ready to use RFPs (request for proposals) for buying an ACD, computer telephony system, or recording

AUTOMATIC SPEECH RECOGNITION AND UNDERSTANDING

RETHINKING SALES MANAGEMENT

A STRATEGIC GUIDE FOR PRACTITIONERS

John Wiley & Sons Until recently, sales managers received no specific training for their jobs. However, selling has become more complex with the emergence of regulations and more sophisticated customers. Sales managers need to inspire and achieve sales results by managing teams of professionals and other resources. To do so, they need guidance on dealing with issues that arise in these broader aspects of their role. This concise guide for sales managers is based on a well-known sales management technique called the 'customer portfolio matrix'. Beth Rogers weaves her version of this throughout, enabling sales managers to see their strategy from the customer's point of view. Doing so will allow them to set realistic objectives, design new strategies that add real customer value, avoid wasting time on price-oriented customers and deploy resources for maximum results.

RICH'S HIGH-TECH BUSINESS GUIDE TO SILICON VALLEY AND NORTHERN CALIFORNIA

COMPUTERWORLD

For more than 40 years, Computerworld has been the leading source of technology news and information for IT influencers worldwide. Computerworld's award-winning Web site (Computerworld.com), twice-monthly publication, focused conference series and custom research form the hub of the world's largest global IT media network.

VAULT GUIDE TO TOP INTERNSHIPS

Vault Inc. This new Vault guide provides detailed information on the internship programs at over 700 companies nationwide, from Fortune 500 companies to nonprofits and governmental institutions.

BUILD YOUR OWN GARAGE

BLUEPRINTS AND TOOLS TO UNLEASH YOUR COMPANY'S HIDDEN CREATIVITY

Simon and Schuster Is your company all bizz -- filled with professional managers, accountants, and financial planners who produce "smooth operations" but offer no customer savvy or soul? Or is it all buzz -- filled with talk, hype, and the brainstorming of half-cooked ideas that often lead nowhere? To capture the best of these dichotomous worlds, creativity expert Bernd H. Schmitt and accomplished business writer Laura Brown introduce a groundbreaking model of a creative organization they call "The Garage." This powerful new framework demonstrates how any executive can manage the creative tension between the analytic, rational side of business and its dynamic, innovative side. After laying out the broad mission, or "blueprint," for constructing The Garage, Schmitt and Brown present The Toolbox -- specific instruments for infusing creativity into all aspects of a business -- and show how to use The Blueprint and The Toolbox as essential strategy, recruiting, resource, and communications devices. At the center of this immensely readable book are the "Mastercrafts of The Garage" -- technology, branding, and customer-experience management -- the organizational forces that guarantee creative efforts are coordinated and well implemented to provide competitive advantage. To illustrate particular aspects of creativity, Schmitt and Brown open each chapter with a story or "business parable," each written in a different genre -- horror, detective, love story, or fairy tale -- accompanied by

evocative photographs. They also draw on scores of cutting-edge examples of creative, innovative ventures such as American Express's Blue, W Hotels, Eli Lilly's "Answers That Matter," SAP, and NTT DoCoMo's i-mode. *Build Your Own Garage* is timely and instructive reading for any manager charged with the mandate to bring to market quickly the most useful and innovative products and services. The book's Web site is www.BuildTheGarage.com

CONTACT CENTER 52 SUCCESS SECRETS - 52 MOST ASKED QUESTIONS ON CONTACT CENTER - WHAT YOU NEED TO KNOW

Emereo Publishing There has never been a Contact Center Guide like this. It contains 52 answers, much more than you can imagine; comprehensive answers and extensive details and references, with insights that have never before been offered in print. Get the information you need--fast This all-embracing guide offers a thorough view of key knowledge and detailed insight. This Guide introduces what you want to know about Contact Center. A quick look inside of some of the subjects covered: Call centre, Virtual queue - Impact, Dialer - Preview, Avaya Recognition, Virtual queue - Comparison of queuing options, Medallia, List of video telecommunication services and product brands - Videoconferencing hardware systems meant for the deaf, hard-of-hearing, telemedical and other institutional services, SCXML - Implementations, Cisco Career Certifications - Voice/Collaboration, Empirix - Company history, CCNA Security - Voice/Collaboration, Call centre - Varieties, Contact centre (business) - Outsourced Contact Centres, Arena (software) Commercial software editions, Education in New Zealand - Private Training Establishments, Telus - Telus International, Mobile local search - Service providers, Avaya Applications, Interactive Voice Response - Outsourcing vs. Contact Center automation, Universal Queue - Benefits, Natural Predictive Dialing - Benefits, Oki Electric Industry - Recent products, Bessemer Venture Partners, Medallia Capabilities, Automatic Call Distribution, Interactive Voice Response - Unified Communications in the SIP Contact Center, Virtual queue - FIFOFirst In, First Out Queuing vs. Scheduled Queuing, Empirix - Publications and research, Computer telephony integration - History and main CTI technologies, Advance Info Service - Subsidiaries, Empirix - Technology, and much more...

DATAQUEST

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CALL CENTERS FOR DUMMIES

John Wiley & Sons *Tips on making your call center a genuine profit center* In North America, call centers are a \$13 billion business, employing 4 million people. For managers in charge of a call center operation, this practical, user-friendly guide outlines how to improve results measurably, following its principles of revenue generation, efficiency, and customer satisfaction. In addition, this new edition addresses many industry changes, such as the new technology that's transforming today's call center and the location-neutral call center. It also helps readers determine whether it's cost-efficient to outsource operations and looks at the changing role and requirements of agents. The ultimate call center guide, now revised and updated The authors have helped over 60 companies improve the efficiency and effectiveness of their call center operations Offers comprehensive guidance for call centers of all sizes, from 20-person operations to multinational businesses With the latest edition of *Call Centers For Dummies*, managers will have an improved arsenal of techniques to boost their center's bottom line.

ANN ARBOR BUSINESS DIRECTORY & BUSINESS BUYER'S GUIDE

BUSINESS PUBLICATION ADVERTISING SOURCE

FEDERAL REGISTER INDEX

FEDERAL REGISTER

VAULT GUIDE TO THE TOP BUSINESS SERVICES EMPLOYERS

Vault Inc. Vault brings its famed journalistic, insider approach to top business services employers. The Guide provides business profiles, hiring and workplace culture information on top employers, including Aramark, Avery Dennison, Convergys, FedEx Kinko's, Freeman Companies, Interpublic Group of Companies, Kelly Services, Manpower, R.R. Donnelley & Sons, Reed Elsevier, Sodexo, Spherion, VNU and more.

NETWORK WORLD

For more than 20 years, Network World has been the premier provider of information, intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations. Readers are responsible for designing, implementing and managing the voice, data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce.

BNA'S COLLECTIVE BARGAINING BULLETIN

NETWORK WORLD

For more than 20 years, Network World has been the premier provider of information, intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations. Readers are responsible for designing, implementing and managing the voice, data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce.

CABLING

THE COMPLETE GUIDE TO COPPER AND FIBER-OPTIC NETWORKING

John Wiley & Sons Two books in one! Complete coverage of data cabling and fiber optics makes this the most comprehensive cabling book on the market With the growing demand for fiber optics in large-scale communications networks, network professionals need complete, up-to-the-minute information. The fourth edition of this popular guide provides you with the latest on copper and fiber-optic networking. It is particularly useful for those studying for the Fiber Optics Installer or Fiber Optics Technician certifications. Part I covers the basics of cabling, while Part II is devoted to in-depth information on fiber optics, allowing you to stay up to speed on all aspects of the field. Demonstrates how to work with all of the various types of cables-from those used to network desktops to hubs and switches up to those used by major telecommunications carriers Appeals to anyone who plans, builds, and maintains a network Offers a solid foundation in fiber optics As the industry transitions from copper cabling to fiber optics, *Cabling: The Complete Guide to Copper and Fiber-Optic Networking, Fourth Edition* is a vital tool for network administrators and technicians.

ROWING NEWS

LOGISTICS MANAGEMENT

COMMERCE BUSINESS DAILY

FORBES ASAP.

COMPTIA CONVERGENCE+ CERTIFICATION STUDY GUIDE

McGraw Hill Professional The book will be CAQC (CompTIA Approved Quality Curriculum) reviewed and approved Corporations such as Avaya, Intel, Catalyst Telecom, and Siemens recognize CompTIA Convergence+ Nearly one-third of more than 350 small and medium-sized businesses surveyed last fall by CompTIA said they intended to upgrade or replace their phone systems in the next 12 months

INFOWORLD

InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

CALL CENTER OPTIMIZATION

Lulu.com

EMPLOYEE TRAINING & DEVELOPMENT

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BUSINESS WEEK

COMPUTERWORLD

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