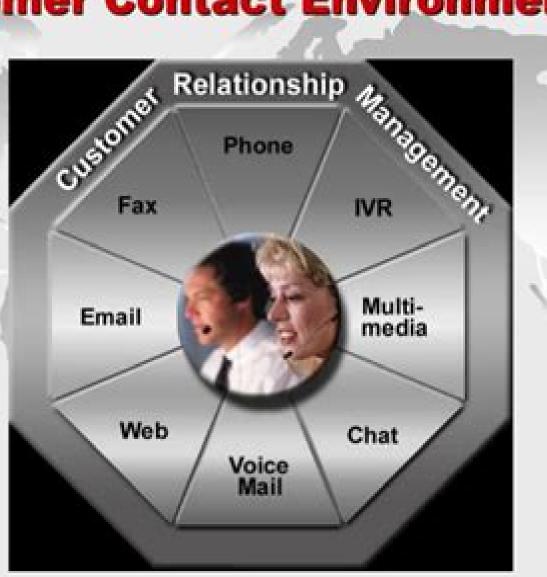
# **Customer Contact Environment**



SJ Ball

Navigating The Customer Contact Center In The 21st Century A Technology And Management Guide:	

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