

call-

20 March , 2007 - _____ Step by Step | : 254

: 20.03.2007
: 71

: /

: e-mail
: 19000
: [demo_call-center.pdf](#)

call- call-

call- call- STEP-

: call-

call-

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- call-
- call-
- call-

) call- 35%. 50 call- (58%. 3-5

58%. 2006

call- call- 10-30

450 call- call- « » Teleperformance Russia, 400
call- « ».

call-
call-

call-

call-
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call-

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1. call-
2.

call-

1. 2002 – 2006 .,
2. , % , 2006 .
3. 2000 – 2006 .,
4. call-

5. call-
6. call-

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8. call-
9. call-

10. call-
11. call-

1.
2.
3. ,
4. ,
5. STEP- call-
6. ,

1. call-
2.
3. call-
4. call-