

# **Crisp: Call Center Success: Essential Skills For CSRs (Crisp Fifty Minute Series) By Lloyd C. Finch**

**By Lloyd C. Finch**

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Crisp: Call Center Success: Essential Skills for CSRs Lloyd C. Finch Publisher: Crisp Learning Keywords: crisp, fifty, minute, series, csrs, skills, center,

Resource Center: (Call Center Related Resources on Essential Skills for Csrs (Crisp Fifty-Minute Book) - Lloyd C. Finch / Paperback / 2000; Call Centers and the

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