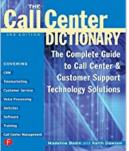


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Editorial Review

About the Author

Keith Dawson is one of the world's foremost authorities on call centers. He is currently senior editor for CommWeb and was founder of Call Center News Service, the industry's premier online source for information and independent analysis. He is also author of *Call Center Savvy* and co-author of *Call Center Dictionary*.

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