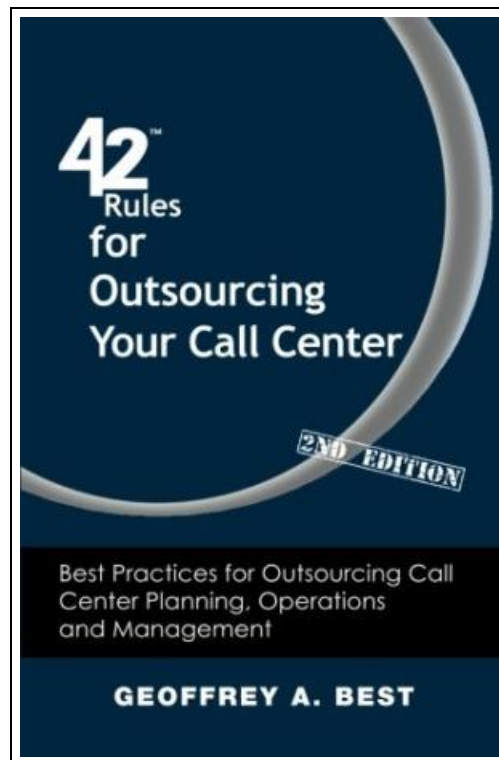


## 42 Rules for Outsourcing Your Call Center (2nd Edition): Best Practices for Outsourcing Call Center Planning, Operations and Management



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