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## **Case Study**

### Needs

A local education institution needed a complete design of call center facility, creation of training documentation and training of more than fifty agents.

### Solutions

1. Provided a 10-seat low cost call center solution for agents.
2. Recommended hardware and software for the call center
3. Provided with the call center general software with call data information to be stored locally
4. Created detailed training documentation of each day task for the trainer on an hourly basis.
5. Once the documentation is complete, then trained agents on the basis of the training document.



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