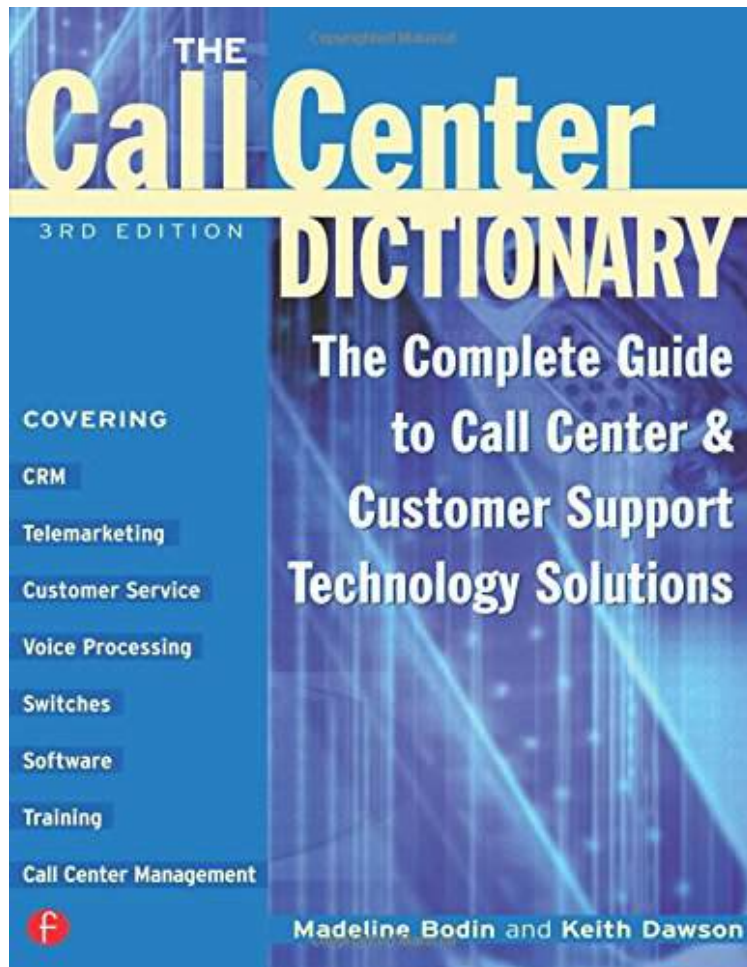


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She is a former editor of Call Center Magazine Her books have been translated into several languages and are read around the globe Her most recent book is Maximizing Call Ce

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