

# Developments In The Call Centre Industry

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Over the past ten years there has been a massive growth in call centres worldwide. These centres are said to represent the most dynamic growth area in white-collar employment internationally since the mid 1990s. Yet the footloose and global nature of the industry means that jobs will always be susceptible to outsourced operations, ICT developments, public sector subsidization of business restructuring and re-location, and cheaper operations elsewhere. This book conducts a thorough analysis of this modern phenomenon. Publisher: Routledge Illustration: N Language: ENG Title: Developments in the Call Centre Industry Pages: 00000 (Encrypted PDF) On Sale: 2006-06-12 SKU-13/ISBN: 9780415357029 Category: Business & Economics : Economics - General

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