

## Winning @ Call Centre: Confessions of a Calling Agent



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*(Dr. Reta Murphy)*

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Wisdom Tree. Paperback. Book Condition: new. BRAND NEW, Winning @ Call Centre: Confessions of a Calling Agent, Madhukar Yadav, With the coming of call centres to India, a marked change is visible in the society. There's more money, more job opportunities, more fun and more suspense. Alas, people, both young and old alike, still view this profession with a suspicious eye! It's time they learnt the truth. Through WINNING @ CALL CENTRE, the author reveals the lifestyle of an Indian calling agent which would have otherwise remained hidden. And who else could give a clearer picture than a calling agent himself? By reading this book, elders will learn what their children do while working night shifts; calling agents can enhance their careers further; the young aspirants may find it easy to decide whether to take up a job in a call centre or not. With real life examples, the book is more interesting and also keeps the reader in tune with reality. So go ahead and read the experiences of a call-centre agent.



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