

Customer Support Assessment Report

*Developed
For*

Presented
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By





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APPENDIX ITEMS

LIST OF ABC STAFF INTERVIEWED

LIST OF ABC CUSTOMERS INTERVIEWED

ABC STAFFING MODEL (PRELIMINARY)

ARTICLES:

WHITEPAPERS:

BOOK: "OPTIMIZING SUPPORT CENTER STAFFING, SECOND EDITION" BY DAVE BROWN

ABC REENGINEERING PROJECT PLAN (PRELIMINARY)



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