



The Telecom Tutorials: A Practical Guide for Managing Business Telecommunications Resources

Jane Laino

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This guide explains how to handle the complicated aspects of managing an organization's telecommunications resources, such as PBX, automatic call distributors, voice mail, automated attendant, interactive voice response, fax retrieval, call accounting and cost allocation, facilities management, cabling, local access, and long distance services. The book offers practical advice on such topics as effective telephone interaction with customers, creating an RFP (request for proposal), buying a telephone system, and setting up a hunt group in order to provide live coverage for important calls.



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