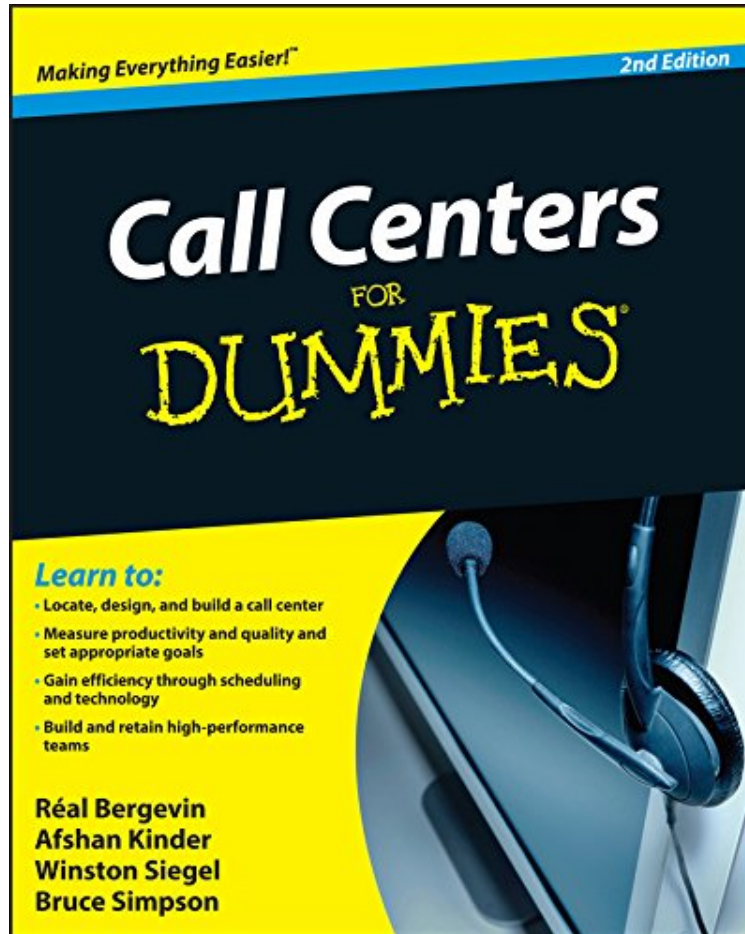


# Call Centers For Dummies

*Real Bergevin, Afshan Kinder, Winston Siegel, Bruce Simpson  
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