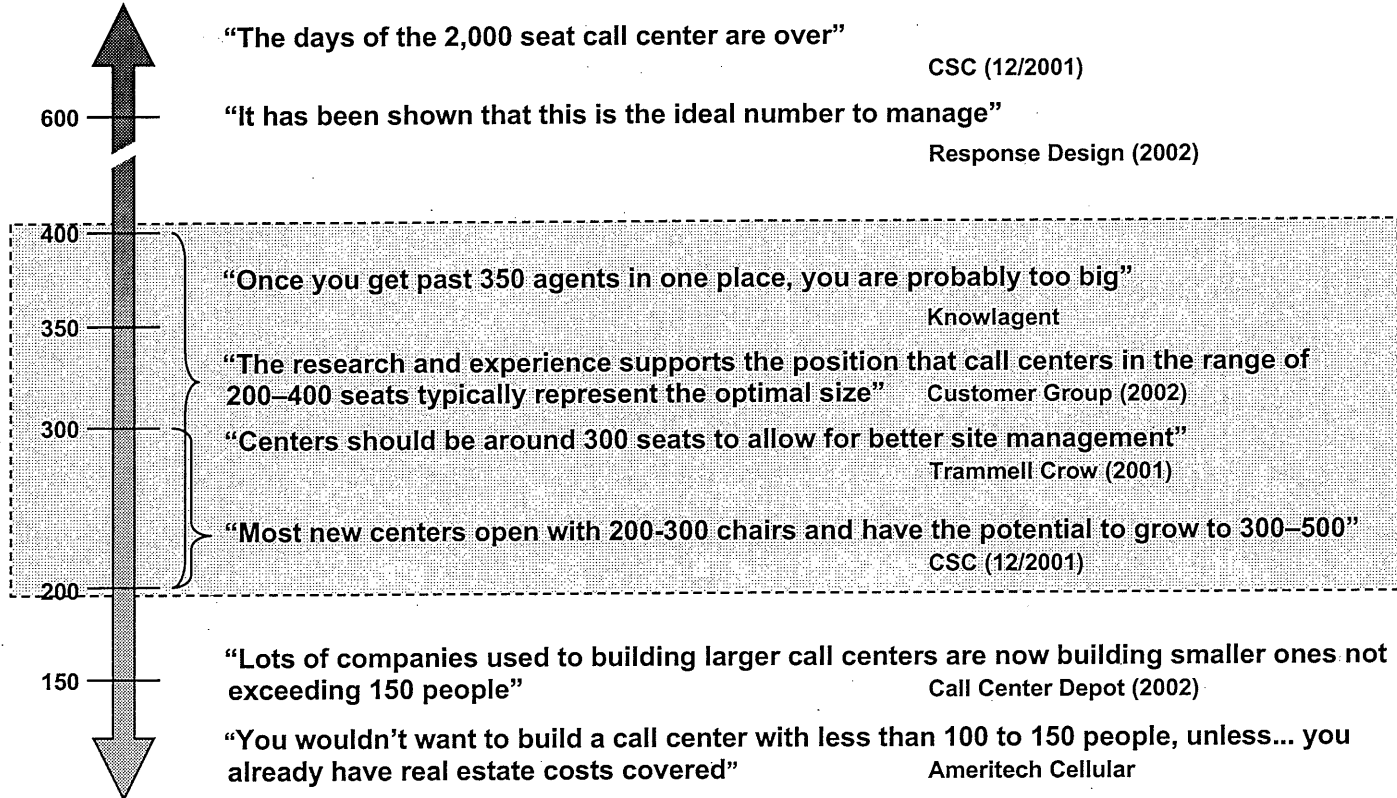


BRANCHEEKSPERTER ANSER NU 200–400 ÅRSVÆRK SOM OPTIMAL STØRRELSE FOR ET KUNDEKONTAKTCENTER



Kilde: CSC; Call Center Depot, Ameritech; Response Design

43126-02_MAP-jla_9May05_Bilag_H_Cph.ppt

THE BOSTON CONSULTING GROUP

Copyright © 2005 by The Boston Consulting Group. All rights reserved.

- 9 -