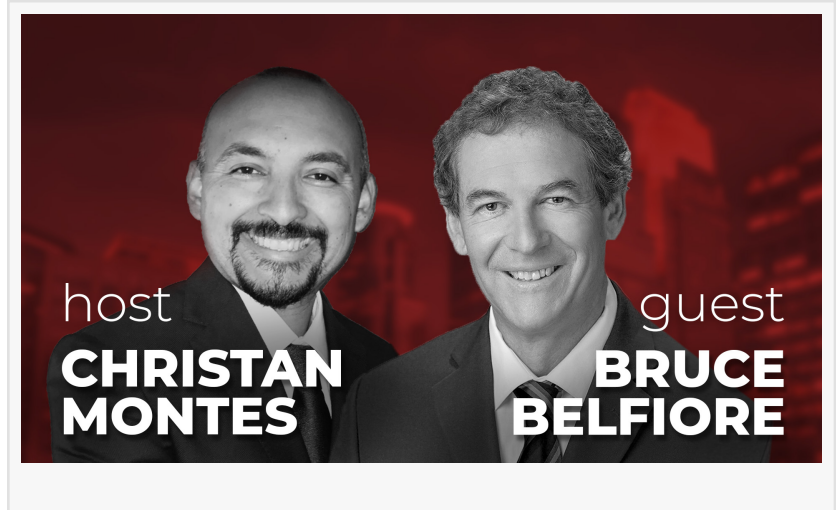


# NobelBiz First Contact Podcast welcomes Bruce Belfiore to discuss Benchmarking and Training in Today's Contact Centers

*Christian is joined by a topmost expert in the field of call center benchmarking, training, and certification – Bruce Belfiore.*

WYOMING , CHEYENNE, UNITED STATES OF AMERICA, August 30, 2021 /EINPresswire.com/ -- This month on First Contact: Stories of the Call Center, we are excited to have KPI, Benchmarking and training expert, Bruce Belfiore , CEO and Senior Research Executive of

BenchmarkPortal for an in-depth discussion about his experience as a top contact center professional, the main pillars of his business, effective training and much more...



“

We don't always screen for people who have the best probability of being empathetic. You can do screening for personality traits, as well as for communication style.

”

*Bruce Belfiore*

Bruce prides himself in being a man of many experiences, having dual nationality – US and Italian, having been both COO and CFO of different companies, and having hosted the CallTalk Podcast for over 12 years – there's no shortage of business and life lessons in his background.

In the [7th episode of our podcast](#), Bruce talks about all the main pillars of his business, BenchmarkPortal, and how they were shaken up in the past year. Join us, won't you? You might even get a special offer from Bruce..

Join Bruce Belfiore, Founder , CEO &Senior Research

Executive of BenchmarkPortal , together with host Christian Montes in an episode entitled “Benchmarking and Training in Today's Contact Centers, with Bruce Belfiore”, where you will learn about:

- Call Center Certification,
- How to properly train agents remotely,
- Call Center empathy training,
- [Omnichannel](#) metrics that matter in the call center
- Bruce's work with non-profit call centers

[NobelBiz](#) is a Contact Center software and voice carrier provider that has grown to serve Contact Centers globally.

Being more an extension of its clients' services, rather than a direct vendor, the company combines multiple carrier systems into a single unified network with worldwide backups. NobelBiz also offers advanced Omnichannel software solutions that handle text (email, webchat, sms), social media, and voice in a single interface.

The NobelBiz webinar series aims to deliver monthly information-rich episodes that can teach you how to improve your Contact Center business.

Are you a proud member of the Contact Center industry? Do you want to impart your knowledge to our viewers? Do you know anyone who fits these criteria? Email us at [mirela.otea@nobelbiz.com](mailto:mirela.otea@nobelbiz.com) and let's set up a meeting.

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**FIRST CONTACT: Stories of the Call Center**

# Benchmarking and Training in Today's Contact Centers

EPISODE 7  
Season 2



**nobelbiz**  
Contact Center Technology

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