

Abstract

This thesis is dedicated to identify the features and applications of Big Data technology to improve the quality of services in contact centers.

In the project will be considered methods of processing and storing the Big Data, as well as the impact of its final results on improving the quality of services in contact centers. In order to achieve this goal there will performed data about functioning of contact center and statistical analysis.

In addition, there were analyzed the situations of safety of vital, furthermore presented safety of employers in working place. In the economic part of the project were raised questions regarding the effectiveness and payback period of the project and a business plan.

