

Award Winning Call Center Services By Personalized Communications, Inc

Personalized
Communications



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Author: Personal Communications, Inc / John Ross
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The call center and telephone answering service provided by Personalized Communications, Inc has been awarded the 2009 Silver Plus Award of Excellence by the Association of TeleServices International (ATSI).

November 9, 2009 - Personalized Communications, Inc The Association of TeleServices International (ATSI) is a national trade association that was founded in 1942. They represent live answering services and honor those businesses with awards that provide outstanding telephone answering service.



The exclusive Awards of Excellence are determined by the quality and level of service for all aspects of the call. The caller must be considered first during the entire call and the caller must be made to believe that they are either the most important person to the operator or that the caller's problem is the most significant issue for the operator on the other end of the line. Businesses that use call center services understand that the way the operator manages every call from start to finish is extremely significant in building customer relationships and in the determination for the successful attainment of repeat business. Regardless of the circumstances a caller should always be provided high quality service by attentive and undistracted operators.

In order to evaluate a [Telephone answering service](#) or inbound call service, ATSI contracts with independent judges in order to assess services throughout the United States over a six month period. The metrics employed include: courtesy, response time, accuracy and overall customer service. Call center services receiving a score of 80% or more in all categories is awarded the Award of Excellence.

Personal Communications, Inc was awarded the 2009 Silver Plus Award of Excellence for their consistently reliable and high quality service by ATSI. It is a significant milestone that helps to assure businesses that Personal Communications, Inc provides excellent call center services.

In part, much of Personal Communications, Inc success has come from their complete and through training program. Employees are not only expected to meet a high standard of customer service prior to customer contact, but they are also required to maintain the high standard throughout their employment. The training program is continual, which includes customer service skills training as well as technology-related training for optimal equipment use.

Personal Communications, Inc continuously upgrades their computerized telephony equipment in order to provide the most flexible service through the most industry superior equipment available. All inbound calls are recorded for quality assurance purposes.

Oftentimes business require outsourced services such as offsite receptionist services, executive telephone secretaries, or order taking. Personal Communications not only offers these services, but they also offer job applicant screening, classified ad response, emergency dispatching, test marketing, surveys and appointment taking. The highly trained staff may also manage credit card verification, appointment setting, and/or executive services. They may also reduce risk of an in-house call center by handling call overflow.

The ever increasing telephone answering service that is offered by Personal Communications, Inc allows businesses to do what they do best while they manage the phone calls. With award winning service Personal Communications, Inc is supporting more businesses with greater reliability and quality that is of the highest standard in customer satisfaction.

For more information regarding Personal Communications, Inc. visit their website at <http://www.per-com.com>

Personal Communications, Inc is a premier 24 hour a day 7 day a week call center services business. With over thirty years in the industry, they act as an [Inbound call center](#) with a full range of flexible [Call center services](#) that can be personalized to particular business needs. They are committed to impeccable customer service.

Pen Name/Author: John Ross
Phone #:1-800-317-4567

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