



In the call center industry, success lies in the quality and training of customer service representatives. Since even the latest technology and most up-to-date systems cannot replace a well-trained, personable customer service representative, CALLogistix takes great pride in the professionalism and capabilities of our customer service representatives.

CALLogistix approaches every customer service position with the philosophy that the CSR representative is on the front line for your company and ours. Based in Columbus, Ohio, CALLogistix draws representatives from various universities and suburban neighborhoods throughout the metropolitan area to assemble a diverse customer service staff that propels high levels of quality within our organization.



Our three levels of training are one of the greatest achievements in the CALLogistix organization. Customer service representatives are trained within a call center environment. CALLogistix maintains three levels of customer service capabilities from managing basic calls to operating the most advanced customer service applications. Our three-level training program takes, on average, three months to complete. CALLogistix customer service representatives do not take any calls for CALLogistix accounts until they have mastered all three levels of the training program.

## Three levels of training.

Although technical skills with our software and systems are an important aspect of the successful customer service experience, professionalism and an understanding of exceptional customer service skills are demanded by CALLogistix in order to achieve complete customer satisfaction. From personalizing a call to professionally and



courteously handling an irate caller, CALLogistix CSR's are trained not only to handle the technical demands of our client accounts, but also to make the call pleasant and informative for the caller. Providing training within our call center to guarantee a professional and pleasurable call is a key difference between CALLogistix and our competitors.



CALLogistix understands why callers are often unhappy with the performance of the call center with which they are communicating. Demanding that our customer service representatives meet higher expectations for customer care places CALLogistix well above other companies promising customer service. Our long and intensive training program guarantees to our clients that only the most knowledgeable customer service representatives will take calls from their customers. We combine more than 42 years of success in the call center industry with a progressive team of full-time call center managers with many other resources to ensure that CALLogistix employees are the best customer service representatives in the industry.



Talk to one of our CRM specialists today about the CALLogistix training levels, or speak with one of our full-time trainers about our goal to provide complete customer satisfaction!

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