



CITY OF PHILADELPHIA

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October 2, 2020

To Whom it may Concern:

I am writing this letter to you as a recommendation for the services provided by Live Reps Call Center.

For the past three years we have been working with them to cover Ambulatory Health Services (AHS) after hours calls.

Live Reps Call Center have always been a very reliable, professional, and flexible partner, adaptable to last-minute changes.

They are able to handle very high call volumes without compromising quality of service.

Live Reps Call Center offers 24/7/365 availability, provides bi-lingual services (English and Spanish), pays attention to details when obtaining and forwarding information, follows established AHS protocols and HIPAA regulations. They provide daily reports of calls in a timely manner. Their attitude has always been “We can do more” and this was extremely helpful during COVID pandemic.

The management team of this Company is always available for feedback and communications, which is rare to find. Their operators are able to handle difficult situations and distressed callers with calm and professionalism.

I therefore strongly recommend the Live Reps Call Center for your business.

Should you have any question do not hesitate to contact me directly at 215-685-6769 or Yelena.Galkin@Phila.gov.

Sincerely, *Yelena Galkin, MD*

Yelena Galkin
Medical Director