



Jerry Jenkins
President of Sales and Client Services
Live Reps Call Center
4240 Airport Road
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I have been using Live Reps Call Center to handle inbound calls for Rapid Fired Pizza for the past two years and have been satisfied with the service. Live Reps Call Center handles inbound calls for take-out and delivery orders and provides general customer service for our multiple locations. Live Reps Call Center does an excellent job, providing a quality customer service experience, paying attention to order detail, offering upsells and allows our staff to focus on in house customers. The reps can place orders online for our customers, creating a seamless customer experience and orders are sent to our locations in real time. Even with the large volume of calls, Live Reps agents are always courteous, timely and thorough.

The management team has always been responsive to my requests and the reps can adapt to menu changes and seasonal offerings without formal instruction. Any questions or concerns are addressed immediately, and solutions are implemented quickly.

I am very happy with Live Reps Call Center.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter Wiley", is written over a light gray rectangular background.

Peter Wiley
Director of Marketing
Rapid Fired Pizza