

Awards

At Connections we aspire to offer award winning service to our clients. We know that in order to do that our staff has to be well trained, qualified, and content in the work place. We strive to offer our team a stress-free atmosphere in our fast paced environment. Our staff members are continuously trained from the day they join until the day they depart. Each member is taught at their own pace and are qualified to respond to your clients concerns before they take their first call.

We work in a transparent environment, where no one employee holds a monopoly over which functions they can or cannot perform for our clients. Any agent that answers the phone for your company should be equipped to perform actions on your behalf. In addition to taking your messages, our agents are trained to instantly update imperative information on your behalf including immediate changes of emergency on call people, immediate changes to message retrieval methods, short notice office closures, etc. While on the phone with you, our agents and our system are able to update the entire team as to your most recent needs by noting the details in your account. Should an agent come across a situation they are unsure of how to deal with, they are taught at that time what the procedure is.

At Connections we find that our team are more than just colleagues. We are friends. And thanks to this positive attitude, our staff members are constantly going out of their way to help one another, whether it be with a difficult call, or an emergency change of shifts due to some unforeseen event. The Believe Team, is happy to come in each day to work for you.