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NotePage, Inc. White Paper

Company Name: West Telemarketing

Web Address: www.west.com

Industry: Marketing / Advertising

Business / Organization Description:

West Telemarketing is an inbound telemarketing firm typically responsible for fielding calls about promotions seen on TV or radio.

How is PageGate Used/Customer Quote:

West Telemarketing uses PageGate integrated with Help Desk software to field technical support calls from operators who have difficulties with their systems, phone lines or scripting. If operators systems are down they are unable to process orders, so priorities are affixed to the messages and technicians are paged out when appropriate. West also uses PageGate to monitor escalations on the production floor and keep all parties involved of event status.

Tim Brehm

West Telemarketing