

Generating Support

High-tech center opens in record time with aid in training



New York-based Computer Generated Solutions (CGS) recently celebrated the grand opening of a technical support center that exemplifies a fast-track project with state-of-the-art technology, adding 200 jobs to DeKalb County.

Quick Start reinforced its reputation for fast action by training the center's newly hired agents in only one month. By the time the center began taking calls, workers were well-versed in both the technical and soft skills needed to assure CGS's client — a major computer equipment supplier — that customers would be treated correctly right from the start.

With county dignitaries, company executives and employees on hand, the June 14 gathering featured a ribbon-cutting ceremony and barbecue. Displaying a large American flag, David Brandt, senior VP of Outsourcing Services, said, "This is a symbol of our great country, and it's a symbol of all of you and your hard work."

"The reason we came to Georgia is the tremendous pool of employees," said CGS President Phil Friedman.

"Atlanta is a thriving metropolis, and the real estate market is affordable. But the most important element is human resources, people who are talented, well-educated and eager to work."



David Brandt, senior VP of Outsourcing Services

Friedman also praised the many individuals who worked intensely to get the center up and running. "This facility was planned and built in 60 days. We were able to hire 200 new employees in record time, and also train and orient them to make sure they have the skills to do their jobs."

Each technical support representative received 64 hours of Quick Start training. Topics included a profile of the company, customer

Phil Friedman, CGS president, and Mary Tucker, technical support center manager, officially open the new CGS technical support center

service overview, telephone service skills and managing difficult customer situations. Most importantly, employees learned about the processes and procedures of technical support systems.

In addition, each supervisor received 20 hours of Quick Start training in behavioral and job interviewing, as well as call center coaching. The new CGS facility uses the latest call center, network, voice and data technologies. It also features such employee amenities as a recreation area, dining space and classrooms for ongoing training.

Mary Tucker, manager of the technical support center, said that Quick Start "worked tirelessly to ensure that all the agents were properly trained."

Tucker praised the Quick Start staff who implemented the training and presented training coordinator Deborah Hall with a special partnership award. "We are grateful for all your work," Tucker said. "I'm looking forward to a long-term relationship with Quick Start."