

V-Tech Gets Call Center Deal

By William Welsh (November 20, 2008)

V-Tech Solutions Inc. will supply call center services to the Patent and Trademark Office under a five-year, \$7 million contract



Under the agreement, V-Tech will provide timely and accurate information about PTO's programs and services to the public.

Specifically, the company will maintain and support manuals and documentation, manage and deliver responses to customer inquiries through multiple communications channels, answer walk-in requests for assistance at the agency's Public Search Facility, and measure customer satisfaction, company officials said in an announcement dated Nov. 20.

Last year, the call center fielded 300,000 phone calls and 21,000 e-mails, they said. V-Tech, of Silver Spring, Md., is a small business that provides information technology and professional services.