



## Call Center Operation Completes Transition to Multi-channel, Web-enabled Contact Response & Management Service

**Christie & Walther Communications marks the launch of its enhanced suite of full service contact response and management solutions under new @liveconx brand**

**Ottawa, Canada – October 3, 2011** — Christie & Walther Communications, a provider of reliable, instant communications for mobile work groups to municipalities, public safety and business organizations, today marked the launch of its enhanced multi-channel, web-enabled contact response and call answer services with a new @liveconx brand.

The call center industry is undergoing change. Communication channels such as email, instant messaging, live chat and various social media channels (Facebook, Twitter, LinkedIn) have significantly broadened the range and type of business communications in use today.

“In today’s competitive business environment clients demand convenience and immediate response in their communications with you. They want to choose when and how they contact you. They don’t want to wait on hold, or talk to an automated Emily,” stated Charles Walther, President & CEO of Christie & Walther. “Our goal is to provide our customers with affordable, full service live person contact response solutions and call answer services that track, manage and respond to all contacts regardless of the communication method or time of day,” he added.

For over 15 years Christie & Walther has developed its call center operation through a combination of organic growth and acquisition. Now, one of the most prominent inbound call center operations in eastern Ontario, with locations in Cornwall, Brockville and Ottawa the time is right to strengthen our identity and market presence within the contact center and call answer markets. Operating as a division of Christie & Walther, all contact center and call answer services are now consolidated under the single @liveconx brand.

In addition to a broad range of conventional call answer services, @liveconx offers value-added contact response and management solutions packaged for particular industries and specially tailored to our customers’ particular needs including:

access2care@liveconx™

for private and public health and social care service organizations

contractors@liveconx™

for HVAC, plumbing, electrical, maintenance, landscape or other mobile service or repair contractors

government@liveconx™

for federal, provincial and municipal governments

properties@liveconx™

for property and real estate management firms

teachers@liveconx™

substitute employee management for schools and district school boards

sems@liveconx™

substitute employee management for nurses, assisted living care providers, maintenance workers and more...



### **About Christie & Walther Communications**

For over 40 years Christie & Walther has provided municipalities, public safety and business organizations with solutions for mission critical, reliable, instant communications with mobile work groups. Our Land Mobile Radio tower network delivers extensive geographical coverage throughout the eastern Ontario region.

For more information please visit [www.cwcom.com](http://www.cwcom.com)

### **About @liveconx**

For over 15 years @liveconx has provided efficient, affordable multi-channel contact response solutions and call answer services that track, manage and respond to all client contacts regardless of the communication method or time of day. @liveconx offers a full range of conventional, personalized and specialized call answer and contact response services, as well as individually customized call answer training and education programs for your own personnel.

For more information please visit [www.liveconx.com](http://www.liveconx.com)

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