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April 17, 2023

To Whom It May Concern,

After many years of using an antiquated phone system, we made the decision to update the system with modern technology that would enable our staff to be more flexible and responsive. We have used ATG's services for many years and have always been happy with the customer service they provide.

In February 2022, ATG installed a new, updated phone system which enabled us to better track calls received, allows for 100% recording, and enables our staff to answer calls from the system on their cell phones. This is especially helpful to those employees who are out of the office assisting drivers and customers as well as those who are working remotely.

With the new cloud-based system, ATG's customer service is even better since they can now address issues remotely instead of always needing to come on-site. Response time for help tickets is excellent and they are great at understanding our needs and implementing changes quickly to meet those needs.

Citilink recommends ATG to any company looking for a new phone solution. They are a great company that puts its customers first.

Sincerely,

Pam Schieber  
Director of Operations