

What is PACE?

The Professional Association of Customer Engagement (PACE) certification is a key standard in the telecommunications industry, dedicated to serving and safeguarding consumers.



During their thorough eight-month-long evaluation, PACE:



Interviews managers and agents to ensure adequate knowledge and professionalism



Monitors calls for quality assurance (live and recorded)



Assesses the quality of customer service



Checks for TCPA (Telephone Consumer Protection Act) adherence



Checks for State and Federal DNC (Do Not Call) Regulations compliance



Investigates training procedures

After approval, PACE conducts quarterly audits to ensure continued quality and compliance.

What does it mean for you?

- Given exclusively to companies with call centers that have passed 100% of the evaluations, PACE's stamp of approval recognizes that our call center has demonstrated the highest level of customer service and compliance with government regulations relating to consumer protection.
- Whether you are using our Live Transfer product or our Appointment product, you can trust that our call center provides a positive and professional teleservices experience that reinforces our goal of connecting homeowners with home improvement professionals.
- We are proud to display the PACE Seal of Accreditation as evidence of the integrity of our call center operations, and as a promise that providing exceptional service is our number one priority.