



Directors' Choice



Saint Jean, NB, CANADA

Corporate Profile

Directors' Choice offers outsourced contact center services for funeral homes across North America.

Directors' Choice operates 24 hours per day, 365 days per year.

Outstanding Customer Service

Directors' Choice customer service personnel are required to have both excellent phone skills and a high level of experience and sensitivity for working with the bereaved.

Great emphasis is placed on handling all calls immediately and with a human touch – while uniquely meeting the greeting requirements of their client funeral homes.

Directors' Choice combines industry trained staff and technology to provide callers with seamless funeral home quality service.

Directors' Choice has recently been awarded – for the third consecutive year – the Award of Excellence by the Canadian Call Management Association.

Agent Training & Call Coaching

Directors' Choice was an early adopter of SmartContact Center. The system helps to ensure that customer service representatives have immediate access to supervisors and can immediately escalate calls to their supervisors in critical situations without putting callers on hold.

"SmartContact Center makes things faster, easier, and more efficient"

Director's Choice began with a small SmartContact Center installation and has expanded their system several times to keep pace with business growth.