



Company Background

Professional Telecommunications is a distributor of business management tools for the call center industry. Our company mission is to help businesses turn telecommunications expenses into sound investments by staying abreast of technology, offer outstanding customer service and to empower and enrich the lives of our employees.

The company, which is a privately held corporation, founded in 1993 is head quartered in Northern California. The product mix includes an ACD Management Information System, Interactive/IP Telephone Contact Center Switch, Queue Announcer, Digital Logger/Recorder, Workforce Management System, and small ancillary products for call centers, such as headsets, tapes, books and training materials. The company provides service solutions including call center training, consultation, installation, after-sales support, technical support, maintenance and warranty options for its entire product line.

Clients include city, county, state agencies, universities, financial institutions, telephone companies, airlines and hospitals.

The Management team has in excess of 50 years combined telecommunications experience. Arnie Urbick who is the founder and president of the company has held positions with both Northern Telecom and AT&T Technologies prior to starting Professional Telecommunications. His knowledge and understanding of the technology incorporated into call center applications has earned Professional Telecommunications a distinction of being an industry expert. This expertise has resulted in the company becoming a joint marketing partner with Pacific Bell and SBC for Call Center Products.

We find solutions, we add value and we deliver results.