

FOR IMMEDIATE RELEASE

**Inflow advances contact center expertise by investing with new hire**

Portland, Ore. January 19, 2016.

Inflow Communications – ShoreTel’s platinum partner, kicks off 2016 by advancing their contact center expertise and capabilities with the hire of Chris Recio. Recio is the new Director of Contact Center & Advanced Applications and will transform Inflow’s existing Contact Center consulting practice to a nationally renowned Contact Center consulting practice. He will support Sales, Implementation, assist in evaluating Contact Center product solutions to enhance Inflow’s Contact Center expertise and continuing education with staff. Recio’s role will include overseeing several value-added services and products including contact center Workforce Management (WFM), PCI compliant call recording, advanced contact center reporting and business intelligence (BI), application integration and other adjunct contact center technologies.

Recio, a 20-year veteran of technology focused on Contact Center, recently spent three years at ShoreTel as a Contact Center Specialist where he was quickly awarded Top Presenter, Solution Architect of the Quarter, attained President’s Club status and Solution Architect of the Year internationally among his peers. Recio’s technical experience includes LAN\WAN infrastructure, telecom engineer, database applications and integration, web development and web services, CRM applications, php, javascript, jquery and similar technologies. His Contact Center operational experience includes finance, banking, collections, sales, lead generation, marketing, healthcare, customer service and tech support. Recio’s breadth of experience speaks to his understanding of best practices for both contact centers and customers.

“Many people have certifications, experience, knowledge and know-how.” Recio said, “Certifications are important for resumes, but if you can’t translate that into easy-to-understand, good, practical, working solutions, then you’ve not heard nor understood the customer and his\her needs. This knowledge comes from hands-on experience within the Contact Center.”

And for Recio, Inflow is a perfect fit for his skills and value of customer service. “What originally attracted me to Inflow Communications was the amount of sincere dedication that the Inflow team has – from the frontend on the sales side to the backend technical knowledge and professionalism – to customer satisfaction.” Recio said, “Inflow has an aggressive determination not only for customer satisfaction, but also technical expertise.”

Recio’s hire is a clear indicator of the direction Inflow is taking their company – the world leader in ShoreTel Contact Center expertise and the only inContact cloud contact center partner in the country that can consult, deploy and support the inContact platform.

“We’re ecstatic to add Chris to our team. He’s hands down not only the best ShoreTel Contact Center expert in the country, he’s one of the finest technology consultants I’ve ever worked with.” Travis Dillard, CEO and President of Inflow Communications said, “With Chris leading our Contact Center and Advanced Applications Practice, we’re poised to continue our ascent to being the best Contact Center consulting, deployment and support integrator in the country.”

Contact Centers are paving the way for advancements in customer insight and service. And for Inflow Communications, an investment in staff is an investment in the future of contact centers.

## About Inflow Communications

Inflow Communications, a global leader in providing ShoreTel and Contact Center solutions, is also a pioneering institution and an authority in the field of contact center communication that provides webinars, white papers and other resources to businesses worldwide. Inflow has offices in Los Angeles, San Jose, Dallas, Seattle and Portland, Ore.. Inflow is a ShoreTel Platinum partner, making the company a national leader in ShoreTel integration and support services.

## About Travis Dillard

Travis Dillard is the President of Inflow Communications, Inc. 20 years back he started his career in the United States Air Force, traveling the world as a Combat Communications Technician focusing on tactical voice, Satellite Communications and global Wide Area Networks. Upon leaving the military, he founded Packet Network Architects (PNA), a Northwest Wide Area Network (WAN) integrator that specialized in Voice over IP and Frame Relay technologies. He sold PNA in 2001 and filled the Director of Sales and Marketing role for Accolade Technologies, a Northwest Integrator of voice, video and data, specializing in Avaya communications systems. In 2009, Travis became President and owner of Inflow and began shaping Inflow to be what it is today: a firm that strives to be the most focused and competent Unified Communications provider in the nation.

**Contact: Travis Dillard**

President

Inflow Communications, Inc.

Direct: 503.575.7531 [tdillard@inflowcommunications.com](mailto:tdillard@inflowcommunications.com)