



THE LEGACY CONNECTION™

Answering every caller with TLC...Since 1955

NEWS RELEASE:

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The Legacy Connection CSRs Earn Certification

Tuscaloosa— Announced today by Robin Bailey, president of The Legacy Connection, the following employees have recently completed a rigorous training program with oral and written tests and received certification through the Association of Teleservices International (ATSI) and National Amtelco Equipment Owners group.

Deborah Anders, manager; **Amber St. John**, supervisor; **Jordan Brown**, Customer Service Representative (CSR) ; **Alma Carr**, CSR; **Sarah Cochran**, CSR; **Amy Haddock**, CSR.

Jordan has been with the company for ten years; Deborah and Amber have each been with TLC for four years.

Ms. Bailey says, “We are very proud to have such conscientious staff members who willingly participate in customer-service training to ensure they are the best of the best in the teleservices field.”

The Legacy Connection, an award-winning teleservices company formerly called DCAS (Druid City Answering Service), is based in Tuscaloosa and serves clients throughout the country, with a concentration in the Tuscaloosa and Birmingham areas; the company employs nearly 25 staff members. In addition to offering 24/7 emergency and non-emergency answering service solutions, the company handles overflow calls, order taking, dispatch, disaster back-up, and a variety of other tele-service solutions to clients around the US. It offers total and flexible customization of how calls are answered and how the messages are delivered to each client.

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