

NEWS RELEASE:

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The Legacy Connection In National Spotlight

Tuscaloosa— **Robin Bailey**, president of The Legacy Connection, and **Deborah Anders**, manager at The Legacy Connection (TLC), are both in the spotlight with the National Amtelco Equipment Owners Group, a national user-group for call centers around North America.

Ms. Anders, who has been a manager with TLC for five years, recently presented a workshop for supervisors at the annual NAEO Conference in California. Her topic was “Using Infinity to Manage your Staff.” She was also on a panel discussion to discuss the benefits of SMS Messaging for companies large and small who use answering services and want to maximize the accuracy and efficiency of receiving messages. And, she served as a moderator of a roundtable discussion as well, along with Ms. Bailey.

In addition, Ms. Bailey was recently re-elected to the board for NAEO. This is her fourth term as secretary-treasurer.

Amtelco hosts meetings throughout the year to provide learning-sharing opportunities for their equipment users, including the sharing of “best practices.”

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 more than 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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