

For Immediate Release – August 20, 2010

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NINE ABA EMPLOYEES RECOGNIZED BY INTERNATIONAL ASSOCIATION

Nine employees at A Better Answer, Inc. (t/a ABA), a 24 hour answering service located in Bel Air, Maryland, are recipients of Customer Service Representative certification from Startel National Users Group in conjunction with the Association of Teleservices International (ATSI).

Recipients of the Certification are: Sean Wallis, Renee Scott, Jordan Bridges, Lynn Clinton, Cindy Pannebaker, Kristy Rappold, Divina Flores Dominguez, Monique Spagna and Joyce Bridges.

The certification is bestowed only to persons working in tele-messaging and proficient on the Startel Call Management Center industry-specific equipment.

After taking and passing a written text on equipment specifics, workplace ethics, call control, confidentiality and HIPAA compliance, the candidates were required to pass a verbal skills test. Both the written and oral examinations were conducted by Dan L'Heureux, Executive Director of Startel National Users Group, Irvine, California.

The educational program was under the direction of ABA company trainer Joyce Bridges and facilitator Monique Spagna.

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