



Central Station Alarm Association

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## Another Successful Call Center Management Seminar

"Those who were not able to make the CSAA Central Station Ops meeting, REALLY missed a great time and lots of information! The people who put 'on' the show, **Ron Carr, Craig Leiser, Tina Richardson-Jones** and **CSAA**, should REALLY be commended!" wrote **Joseph Pfefer**, President of **Jade Alarm Company**, in a recent message to ACCENT list-serve subscribers.

The **Central Station Alarm Association (CSAA)** recently organized another successful Call Center Management Seminar in Ft. Lauderdale, Florida. The host for the event was **Security Associates International, Inc. (SAI)**. Fifty-seven attendees from 37 companies had an opportunity to tour the SAI Pompano Beach facility and to listen to **Ron Carr**, Senior Vice President and COO, Central Station Monitoring Division, SAI, and the **managers** of the facility described its running and its interfacing with other SAI Command Centers.

**Craig Leiser**, President, **Kismet Group, Ltd** and **Tina Richardson-Jones**, CSAA Director of Membership & Education and President of **Figaro Consulting** facilitated the meeting.

A unique feature of these CSAA seminars is that the attendees themselves serve as informal presenters. "The networking that is accomplished is exceptional. To be able to meet people who have the same problems and to be able to work together towards a solution by itself makes the meeting worth attending," said **Marcie Heron**, Manager, Emergency Response Center, **Voxcom Inc.**

The quality of the presentations, the opportunity to tour successful, state-of-the-art facilities and the networking opportunities all contribute to the increasing popularity of these seminars.

Among the other topics discussed were:

- Evaluations of the different Central Station Operating Software in use today.
- Applications of Value Added Technology such as: two-way voice, video verification, dealer interface, automatic paging, etc.
- Disaster Plans, Policy Manuals and UL, including Y2K preparedness.
- Human Resource Issues: Employee motivation, evaluation, training and scheduling, etc.
- Licensing recognition and central station operation's evaluation.

The next Call Center Management Seminar will be held in May 2000 at **Wayne Alarm Systems, Inc.** in Lynn, Massachusetts. Don't miss it!

### Congratulations...

to **Mel Mahler** and the employees at **Electronic Security Services Co.** for winning First Alert 's "Dealer of the Year" Award in the "Swinging 40's" category.

For more information, visit our Web site, [www.csaaul.org](http://www.csaaul.org) and click on "Electronic Security Services Co. Wins First Alert 's Award" in the "Hot News" section.

## CSAA: The Association for the Professional Monitoring Industry

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