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We are please to announce that Rochester Telemessaging Center has gone through the CMC conversion. The conversion process itself went quite smooth. We did the telephony on Tue. and the DP on Wed. The agents are fast recognizing the efficiencies and benefits of this platform and how it is instantly making their jobs easier and themselves more accurate.

Our hats are off to **John Carey** – Startel tech extraordinaire who masterminded our installation and conversion. My equipment room has never been so tidy.

**Lisa Nightser** was on hand to handle the training and coaching end of the conversion. Her working knowledge of the system along with her tips and suggestions made for a “very smooth” transition.

Now if I can just catch up on my list serve email....