

NACR Contact Center and Compliance Expert Published by IAUG

Article by NACR Contact Center Technology Director Barb Courneya Appears in IAUG Insights Magazine

EAGAN, Minn., Dec. 13, 2011 /[PRNewswire](#)/ -- Solutions integration expert NACR is pleased to announce that Barb Courneya, NACR National Director of Contact Center Technology, has been published in the fall 2011 edition of *IAUG Insights*, the official magazine of the International Avaya Users Group (IAUG). With more than 6,000 members, IAUG is one of the world's largest international organizations for communications technology professionals and is the primary resource for education, networking, and advocacy for Avaya's global customer community.

(Logo: <http://photos.prnewswire.com/prnh/20070809/AQTH118LOGO>)

"It was an honor to be invited to submit an article to *IAUG Insights* and have the opportunity to help the organization's members better understand the many complex compliance issues they face in their day-to-day operations," said Courneya. Her article, "Legal Compliance and the Contact Center," provides valuable compliance information for any company with a contact center and other operations that impact customer communications.

NACR is one of the largest Avaya channel partners worldwide and the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions in the United States — delivering comprehensive sales, consultation, training, and technical support, as well as managed services, maintenance, and repairs. The company works closely with Avaya and other technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions for diverse markets.

With more than 40 years of experience, Courneya has served as an agent, supervisor, quality observer, collector, telemarketer, and trainer in customer service environments. "My experience has helped me see things from a variety of viewpoints and approach problems from the standpoint of solutions rather than technology for technology's sake," said Courneya.

Courneya is an Avaya certified Professional Sales and Design Specialist and has served as a subject matter expert to Avaya in developing online courses and certification tests for Avaya IQ, Business Advocate, Proactive Contact, and other contact center design and implementation topics. In addition, her strong working relationship with Avaya enables her to impact Avaya's future development plans on behalf of NACR customers.

Over the past decade, Courneya has been a regular contributor to the annual IAUG Global Conference, speaking on compliance and addressing customer concerns such as outbound predictive dialing and call recording requirements, Health Insurance Portability and Accountability Act (HIPAA) guidelines, and social media and privacy issues. She is a frequent guest at numerous other customer service, help desk, contact center, and telecommunications user group and professional events, speaking on a variety of customer service and technology issues at the local, regional, and national levels.

Courneya's recent article and the rest of *IAUG Insights* are available exclusively to IAUG members. Interested non-members who wish to join IAUG and access the article and other valuable, members-only resources can register to join at www.iaug.org.

In addition, NACR is offering Courneya's list of websites that provide the latest compliance information; to receive the list, please register at this [link](#). Or for more information about NACR solutions and services, call your NACR representative, contact the company at **1-888-321-6227**, or visit www.nacr.com.

About NACR

With offices nationwide, industry award-winning NACR (Eagan, MN) is a certified Avaya Platinum Channel Partner, eight-time Avaya Business Partner of the Year, and the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions for businesses. Its highly trained and experienced team, with more than 600 industry-recognized certifications, delivers proven, scalable, cost-effective solutions tailored to a customer's end-to-end needs, from sales through ongoing support. Using sophisticated processes, advanced tools, and two high-tech Network Operations Centers (NOCs), NACR provides comprehensive monitoring and managed services for multivendor infrastructures. And to help customers keep pace with changing technology and business needs, the NACR Center of Excellence for Learning and Development provides training and educational opportunities. For more information, call **1-888-321-NACR** (6227) or visit www.nacr.com.

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Additional assets available online: [Photos \(1\)](#)

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