PRESS RELEASE

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SA | Hosted &
Managed Solutions

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SA Hosted Product Engineer Achieves xCally Professional Certification

SA Hosted & Managed Solutions, a provider of virtual contact center solutions, is pleased to announce that product engineer, Mike Rohrbach, has attained his "xCally Professional Certification." Mr. Rohrbach attended the 2-day online training course on May 5th and 6th of 2021 and earned his official *Professional Certification of Achievement* on May 6th.

"I am extremely proud of him – we all are," said Lincoln Badejo, SA Hosted's Product Development Manager. "Ever since Mike joined SA Hosted in late 2018, he has been an incredible asset to us. And because the xCally Motion product is the backbone of our VCC omni-channel solution, his newly honed xCally skills and expertise make Mike even more invaluable – not only to us at SA Hosted, but also to our clients and *their* customers."

xCally's "XCA Training & Certification" program is designed for Customer Care administrators, ICT engineers, IP telephony, and IP network engineers who want to deepen their knowledge of advanced modules and configurations of xCally Motion.

According to Lincoln, "Mike has been an integral member of the company since day one and his knowledge base just keeps expanding. We're very lucky to have him on our team."

About SA Hosted & Managed Solutions
SA Hosted & Managed Solutions offers a full suite of customizable, robust, and affordable contact center solutions. The company is focused on providing contact centers with the resources and technology they need to achieve the ideal customer experience – without a huge demand on their bottom line. By combining technology assets with the insight from their vertical partners, SA Hosted creates enterprise-wide solutions that maximize efficiency while minimizing development costs and capital investment. www.sahosted.com

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