



FOR IMMEDIATE RELEASE

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VeriSign partners with TeleSmart to deliver “lifecycle” training solution to meet the disparate and unique needs of their teams and managers

SAN FRANCISCO- VeriSign has selected TeleSmart Communications as their exclusive worldwide training vendor to deploy training for nine teams and to provide coaching to the management team.

TeleSmart has provided training based on the TeleSmart 10 system. Each month, they delivered byte-sized topics to the VeriSign organization of over 100 team members and one dozen managers.

The TeleSmart 10 system focuses on the 10 skills any accomplished inside salesperson must master for selling on the phone and on-line. By focusing on individual skills, managers and team members can practice one skill set at a time, until each is fully mastered. This “mastery learning” process provides maximum retention and quicker application.

“TeleSmart has gone above and beyond to customize training for my growing and diverse organization,” said Lori Harmon, VeriSign’s Vice President, Worldwide Sales Operations & Corporate Sales. “The monthly management calibration sessions kept my nine managers focused on coaching their teams and reinforcing the training. I highly recommend TeleSmart as a major resource for many growing inside sales organizations.”

About VeriSign

VeriSign Inc. delivers critical infrastructure services that make the Internet and telecommunications networks more intelligent, reliable, and secure. Every day VeriSign helps thousands of businesses and millions of consumers connect, communicate, and transact with confidence.

About TeleSmart Communications Inc.

TeleSmart is a 12-year global training company based in San Francisco. They specialize in developing efficient, focused, and strategic telephone and on-line communications for inside sales teams and managers. Last year, clients such as Agilent, Documentum, Genesys, Siebel, VeriSign chose TeleSmart as their worldwide solutions provider for inside sales. The TeleSmart 10- Sales Booster Series has become a “must-have” for any growing inside sales organization. TeleSmart provides on-site training, consulting and productivity coaching.
