



Canadian Call Management Association

FOR IMMEDIATE RELEASE
Friday, September 23, 2011

CONTACT: Linda Osip
(800) 896-1054

24 Olive St.
Suite 10
Grimsby, ON
Canada
L3M 2B6

Tel:
(905) 309-0224

Fax:
(905) 309-0225

Toll Free:
1-800-896-1054

www.camx.ca

info@camx.ca

Providing
Education and
Support for
Operator-Based
Service
Companies:

- Call Centre Services
- Telephone Answering
- Message Delivery
- Order Entry
- Emergency Dispatch

Outstanding Service Brings National Award Call Experts Wins CAM-X Award of Excellence

Call Experts of Charleston, SC has been honoured with the exclusive 2011 Award of Excellence for the **fourth consecutive year**. The Award is presented annually by the Canadian Call Management Association (CAM-X), the industry's Trade Association for providers of call centre services including telephone answering and message delivery. Call Experts was presented with the Award recently at the CAM-X 47th Annual Convention and Trade Show held at the Hyatt Regency, Montreal, QC.

Independent judges are contracted by CAM-X to evaluate message services throughout North America over a six-month period. The criteria for scoring include courtesy, response time, accuracy and overall service to their clients. If the company scores 80% or better in ALL categories, they are presented with the coveted Award of Excellence. The program is now in its 22nd year.

"Every business needs an answering service" says CAM-X president Tom Sheridan. "Participation in the *CAM-X Award of Excellence* program helps make for a great first impression for all callers, even when contact is made after regular business hours. A live agent simply provides a better customer service experience than automated systems or callers having to wait until the office reopens for business. The CAM-X Awards of Excellence program raises the bar for the best customer service experience possible. We congratulate Call Experts for their achievements."

Founded in 1964, CAM-X began as a national trade Association representing live answering services. The Canadian Call Management Association now encompasses companies across North America offering specialized and enhanced operator based services including: call centres, contact centres, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and Internet-based services, among others. Please visit www.camx.ca for more information.

Now a four-time winner, Call Experts earned the **Silver Plus Award for four consecutive years**. CAM-X extends its congratulations to the staff of Call Experts on their proven quality service to their customers.