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**Outstanding Service Earns National Award**

*Call Experts wins ATSI Award of Excellence*

Call Experts of Charleston, SC has been honored with the exclusive ATSI 2012 **Award of Excellence** for the seventh consecutive year. This award is presented annually by the Association of TeleServices International (ATSI), the industry's trade association for providers of telecommunications and call center services including telephone answering and message delivery across North America and the UK. Call Experts was presented with the award at ATSI's 2012 Annual Convention held at the Omni Hotel in Orlando, FL

Independent judges are contracted by ATSI to evaluate message services 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 ATSI Award of Excellence. The program is now in its 16th year.

"Winning the Award of Excellence is a great source of pride amongst our members' call center staff. It is an external validation of the excellent service they are providing to their callers." says ATSI President Beth Cooper.

Now a seven-time winner Call Experts earned the **Emerald Award for Seven consecutive years**. ATSI extends its congratulations to the staff of Call Experts on their proven quality service to their customers.

**About ATSI**

The Association of TeleServices International was founded in 1942 as a national trade association representing live answering services. ATSI now encompasses companies across North America and the UK offering specialized and enhanced operator based services including: call centers, contact centers, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and internet services among others.

**About Call Experts**

Call Experts, locally owned and operated, has been serving the telephone call and messaging needs of South Carolina communities and beyond for 30 years. Call Experts offers 24/7 live call center, contact center, and answering services. To learn more about Call Experts, please visit [www.CallExperts.com](http://www.CallExperts.com), call 800-374-0911, or email [info@callexperts.com](mailto:info@callexperts.com).