



Association of TeleServices International, Inc.  
222 S. Westmonte Drive,  
Suite 101  
Altamonte Springs, FL 32714  
Phone (407) 774-7880

**FOR IMMEDIATE RELEASE**

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**CONTACT:** Melanie Dixon

(866) 896-2874

**Outstanding Service Earns National Award**

*Call Experts wins ATSI Award of Excellence*

Call Experts of Charleston, SC, has been honored with the exclusive ATSI 2014 **Award of Excellence** for the 9TH 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 2014 Annual Convention held at The Peabody Hotel, Memphis, TN

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 18th year.

"The ATSI Award of Excellence is the most prestigious recognition of exemplary customer service in our industry. Award recipients demonstrated the highest level of service throughout every aspect of a caller's experience – exceeding the award's rigorous criteria and customer service standards. It's quite an honor," says ATSI President Sharon Campbell.

Now a nine-time winner Call Experts earned the **Sapphire Award for nine 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.