



## Canadian Call Management Association

### Outstanding Service Brings National Award @liveconx Wins CAM-X Award of Excellence

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Providing  
Education and  
Support for  
Operator-Based  
Service  
Companies:

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

@liveconx of Ottawa, ON has been honoured with the exclusive 2012 Award of Excellence for the **twenty-third 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. @liveconx was presented with the Award recently at the CAM-X 48<sup>th</sup> Annual Convention and Trade Show held at the Delta Ocean Pointe Resort & Spa in Victoria, BC.

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 23rd year.

"The CAM-X Award of Excellence program has set the bar for top quality service in the Telephone Answering Service Industry across North America and beyond. Call taking has evolved tremendously from simply taking a message into serving a complex variety of client needs. This evolution has also brought forth the expectation that every call can be a great one. The judging criteria for what makes a call, a "Great Call" is what truly makes the difference in the quality of service provided", says CAM-X President Brad French. "Winning this award is a clear statement about a company's level of commitment to providing the highest level of service to clients. I congratulate @liveconx for their achievements."

Now a twenty-three-time winner, @liveconx earned the **Diamond Plus Award for twenty-three consecutive years**. CAM-X extends its congratulations to the staff of @liveconx on their proven quality service to their customers.

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](http://www.camx.ca) for more information.