



Canadian Call Management Association

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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 @liveconx Wins CAM-X Award of Excellence

@liveconx of Ottawa, ON has been honoured with the exclusive 2013 Award of Excellence for the **twenty-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. @liveconx was presented with the Award recently at the CAM-X 49th Annual Convention and Trade Show held at the Fairmont Southampton, Bermuda.

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 24th year.

"The CAM-X Award of Excellence is a benchmarking, service oriented program designed for and proven to enhance excellent customer service for the Telephone Answering Service Industry across North America and throughout the world." Says CAM-X President, Doug Swift. "Technological advancements have made it possible to serve a variety of client needs, yet it is vital that call takers perfect the art of customer satisfaction and good manners to present a professional and competent image. The CAM-X award of Excellence ensures that these criteria are not only met but exceeded. Since the inception of this awards program, the level of service provided by member participants has increased tenfold. I congratulate @liveconx for their achievements."

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

About CAM-X: 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.