



Canadian Call Management Association

FOR IMMEDIATE RELEASE

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Outstanding Service Brings National Award @liveconx Earns 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 Cornwall, ON has been honoured with the exclusive **2015 CAM-X Award of Excellence** for the 26th 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 51st Annual Convention and Trade Show held at the Hilton Doubletree in Charleston, SC.

Independent judges are contracted by CAM-X to evaluate message services over a six month period. The scoring criteria includes:

- Response Time
- Courteousness of Rep
- Accuracy of Call
- Knowledge of Account
- Overall Impression of Call

"The CAM-X Award of Excellence is a proven benchmarking program that enhances customer service for the Telephone Answering Service Industry throughout North America and the world." says CAM-X President Debbie Iacovone. "Technology advancements have made it possible to meet a variety of client needs yet it is the agents who take the calls that determine the overall customer satisfaction levels. The CAM-X Award of Excellence ensures agents not only meet the consistent, professional service levels clients demand, but exceed them. Since the inception of this Awards Program member participants have seen these service levels soar. I congratulate @liveconx for their achievements and commitment to excellence."

Now a twenty-six time winner @liveconx earned the **Diamond Plus Award for twenty-six 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.