



Canadian Call Management Association

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Outstanding Service Brings National Award Encore TeleSolutions 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

Encore TeleSolutions of Barrie, ON has been honoured with the exclusive **2016 CAM-X Award of Excellence** for the 14th 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. Encore TeleSolutions was presented with the Award recently at the CAM-X 52nd Annual Convention and Trade Show held at the Chateau Laurier, Quebec City, QC.

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

"27 years ago, CAM-X introduced the Award of Excellence to the Call Center industry as a tool for independent assessment of the quality of service delivery. We are so pleased that Encore TeleSolutions has proven its commitment to excellence by its participation in this program, and are delighted that they have earned this prestigious award. Encore TeleSolutions has proven their excellent grasp of the extraordinary service levels necessary to satisfy such diverse and complex accounts." says CAM-X President Michael Leibowitz.

Now a fourteen-time winner Encore TeleSolutions earned the **Diamond Plus Award for fourteen years**. CAM-X extends its congratulations to the staff of Encore TeleSolutions 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.