



Canadian Call Management Association

FOR IMMEDIATE RELEASE

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CONTACT: Linda Osip

(800) 896-1054

24 Olive St.
Suite 10
Grimsby, ON
Canada
L3M 2B6

Outstanding Service Brings National Award Allgood Communications, Inc. dba Executive Services, Professional Communication Services & NTC Answering Service Earns CAM-X Award of Excellence

Tel:
(905) 309-0224

Fax:
(905) 309-0225

Toll Free:
1-800-896-1054

www.camx.ca

info@camx.ca

Allgood Communications, Inc. dba Executive Services, Professional Communication Services & NTC Answering Service of Pueblo, CO has been honoured with the exclusive **2016 CAM-X Award of Excellence** for the 9th 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. Allgood Communications, Inc. dba Executive Services, Professional Communication Services & NTC Answering Service 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

Providing
Education and
Support for
Operator-Based
Service
Companies:

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

"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 Allgood Communications, Inc. dba Executive Services, Professional Communication Services & NTC Answering Service has proven its commitment to excellence by its participation in this program, and are delighted that they have earned this prestigious award. Allgood Communications, Inc. dba Executive Services, Professional Communication Services & NTC Answering Service 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 nine-time winner Allgood Communications, Inc. dba Executive Services, Professional Communication Services & NTC Answering Service earned the **Sapphire Award for nine years**. CAM-X extends its congratulations to the staff of Allgood Communications, Inc. dba Executive Services, Professional Communication Services & NTC Answering Service 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 live 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.