



Canadian Call Management Association

News Release

For immediate release

### **Outstanding Service Brings Home National Award**

- Information Communications Group Earns CAM-X Award of Excellence -

**Grimsby, ON (October 28, 2018)** — Information Communications Group of Leawood, KS has been honoured with the exclusive 2018 Award of Excellence. 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. Information Communications Group was presented with the Award recently at the CAM-X 54th Annual Convention and Trade Show held at the Marriott Resort & Spa, in Puerto Vallarta, Mexico.

**I am very proud of the Agents for earning this award!**

*Darlene Campbell, Owner and President*

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

"Customer service excellence has always been, and always will be, one of the critical competitive advantages for any business. Congratulations to Information Communications Group for winning the Award of Excellence and for your continuous commitment and dedication to superior quality," says CAM-X President Dana Lloyd.

CAM-X extends its congratulations to the staff of Information Communications Group on their proven quality service to their customers.

#### **About CAM-X**

CAM-X is a Canadian based trade Association for the Call Management industry which includes call centres, telephone answering services, telemarketing services, and other communication services. Their goal is to contribute to their members' profitability by fostering a willingness to exchange ideas, experiences and solutions while promoting the general welfare and ethical standards of our industry. Please visit [www.camx.ca](http://www.camx.ca) for more information.

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