



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 (September 23, 2019) — Information Communications Group of Leawood, KS has been honoured with the exclusive 2019 Award of Excellence for the 2nd 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. Information Communications Group was presented with the Award recently at the CAM-X 55th Annual Convention and Trade Show held at the Fairmont Macdonald Hotel in Edmonton, AB.

“Award of Excellence programs are very beneficial to my call center staff’s performance criteria. On a daily basis, we also administer an in-house program that is modeled after our industry programs.”

Darlene E Campbell, 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

“A benchmarking program with the depth and longevity of the CAM-X Award of Excellence, 30 years, has indeed stood the test of time. Winners of this award have often spent years honing their in-house call quality programs before either entering this program or winning for the first time. Receiving this esteemed award is a testament to consistent, excellent service over a long period of time. A hearty congratulations to every award winner.” says CAM-X President Pat Vos.

Now a two-time winner, Information Communications Group States earned the **Bronze Award for two consecutive years**. 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 for more information.

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