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Outstanding Service Earns Award of Excellence

Information Communications Group wins coveted ATSI Award of Excellence

Information Communications Group of Leawood, KS has been honored with the exclusive ATSI 2020 **Award of Excellence for the 14th year**. This award is presented annually by the Association of TeleServices International (ATSI), the industry's Trade Association for providers of telecommunications and call center services including telephone answering and message delivery across North America and the UK. Information Communications Group was presented with the award at ATSI's 2020 Virtual Awards Presentation.

Independent judges are contracted by ATSI 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 ATSI Award of Excellence is a great way for our members and their employees to evaluate how they are providing service to their customers. It enables them to identify the things that make them great and also the areas that they can work on to get better. We have members that have been involved in the program for decades and are very proud each year when they win the award." Says ATSI President Joseph Pores.

The award started **24 years ago** as a means to improve the overall quality of the call center industry by setting expectations and measurements to ensure a successful call handling experience.

Now a **fourteen-time winner** Information Communications Group earned the **Diamond Plus Award**. ATSI extends its congratulations to the staff of Information Communications Group on their proven quality service to their customers.

About ATSI

The Association of TeleServices International was founded in 1942 as a national Trade Association representing live answering services. ATSI now encompasses companies across North America and the UK offering specialized and enhanced operator based services including: call centers, contact centers, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and internet services among others.