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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 **2024 Award of Excellence for the 18th 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 2024 conference in Detroit, MI.

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

“For 28 years, ATSI has had the pleasure to bring our association the ATSI Award of Excellence (AOE). This program provides our members and their employees with a valuable opportunity to assess how well they are serving their customers. It helps them recognize their strengths and identify areas in need of improvement, ensuring success for both their service and their business partners. With all calls graded by a neutral third party, members receive an unbiased evaluation of service quality. Companies that earn this award are consistently focused on delivering excellence in customer call handling. Many of our members have participated in this program for decades and take great pride in winning the award each year,” says ATSI President, Brianna Burke.

The award started **28 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 an **eighteen-time winner** INFORMATION COMMUNICATIONS GROUP earned the **Platinum 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.