



Canadian Call Management Association

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Providing Education
and Support for
Operator-Based
Service Companies:

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

Outstanding Service Brings National Award Answer Plus Inc. Wins CAM-X Award of Excellence

Answer Plus Inc., of Hamilton ON has been honoured with the exclusive 2008 Award of Excellence for the **fourteenth 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. Answer Plus Inc. was presented with the award recently at the CAM-X 44th Annual Convention and Trade Show held at the Deerhurst Inn, Huntsville, ON.

Independent judges are contracted by CAM-X to evaluate message services throughout Canada over a six-month period. The criteria for scoring include courtesy, response time, accuracy and overall service to their clients. If the company scores 80% or better in ALL categories, they are presented with the coveted Award of Excellence. The program is now in its 19th year.

"In order to win the Award of Excellence, management needs to create a complete buy in of the program to all levels of their company. Winners of the AOE program have proven that their operation is progressive, professional and successful in enhancing overall excellence and customer service." says CAM-X president Casey Smit. "We congratulate Answer Plus Inc. for their achievements."

Founded in 1964, CAM-X began as a national trade Association representing live answering services. The Canadian Call Management Association now encompasses companies across Canada offering specialized and enhanced operator based services including: call centres, contact centres, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and internet services among others.

Now a fourteen-time winner Answer Plus Inc. earned the **Diamond Award for fourteen consecutive years**. CAM-X extends its congratulations to the staff of Answer Plus Inc. on their proven quality service to their customers.