



Canadian Call Management Association

News Release
For immediate release

Outstanding Service Brings Home National Award
- AnswerPlus Montreal Earns CAM-X Award of Excellence -

Grimsby, ON (October 2, 2020) — AnswerPlus Montreal of Westmount, QC has been honoured with the exclusive 2020 Award of Excellence for the 4th 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. AnswerPlus Montreal was presented with the Award recently at the CAM-X 56th Annual Virtual Convention and Trade Show.

Of the company's 2020 Cam-X achievements, AnswerPlus CEO Dana Lloyd says, "We are so proud that the hard work of our CSRs is being recognized and celebrated. Our dedication and compassion are what set us apart; our people are truly the driving force of AnswerPlus. We look forward to continuously setting the bar for the call-answering industry and leading above the line."

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

"Congratulations to this year's winners of the Award of Excellence! The Award of excellence program is designed to evaluate the caller first in every aspect of the call. By winning this prestigious award you are demonstrating your commitment to customer service excellence and bettering our industry. Congratulations!" says CAM-X President Garrett Bidewell.

Now a four-time winner, AnswerPlus Montreal States earned the **Silver Plus Award for four consecutive years**. CAM-X extends its congratulations to the staff of AnswerPlus Montreal on their proven quality service to their customers.

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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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