



Canadian Call Management Association

News Release
For immediate release

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

Grimsby, ON (October 2nd, 2023) — AnswerPlus Hamilton of Hamilton, ON has been honoured with the exclusive 2023 Award of Excellence for 29 years. 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 Hamilton was presented with the Award recently at the CAM-X 59th Annual Convention and Trade Show in Calgary, AB.

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

"Your outstanding organization has demonstrated unparalleled excellence and dedication to the industry, earning them this esteemed recognition. Congratulations on a well-deserved award!" says CAM-X President Leslie Wilson.

Now a twenty eight-time winner, AnswerPlus Hamilton earned the **Titanium Plus Award for twenty nine years**. CAM-X extends its congratulations to the staff of AnswerPlus Hamilton 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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