



Canadian Call Management Association

News Release
For immediate release

Outstanding Service Brings Home National Award

- SureCall Contact Centers Earns CAM-X 2018 Call Centre Award of Distinction -

Grimsby, ON (October 28, 2018) —SureCall Contact Centers of Calgary, AB has been honoured with the prestigious 2018 Call Centre Award of Distinction by the Canadian Call Management Association (CAM-X). The Industry's Trade Association for providers of Call Centre Services including Inbound Order Desk/Help Desk and Web Enabled customer assistance has recognized SureCall Contact Centers for their outstanding achievement at their 54th Annual Convention, held recently at the Marriott Resort & Spa, in Puerto Vallarta, Mexico.

The Call Centre Award of Distinction was created in response to overwhelming requests by Call Centres across North America for a tool to measure the skills of their professional Call Centre Agents on the job. After six months of testing, independent panels of judges score call-handling skills for "enhanced service" applications. The focus is on customer relationship management (CRM), courtesy, etiquette, the use of proper call techniques, as well as response time and accuracy. These are all cornerstones of the Call Management Industry.

"Congratulations to SureCall Contact Centers for winning this year's Award of Distinction for quality excellence. This is an exceptional accomplishment and recognizes your wholehearted promise to provide a superior quality of service experience to your customers," says CAM-X President Dana Lloyd.

"Once again we are absolutely humbled and pleased to win the Award of Distinction for our Industry. The work our Team at SureCall does is not easy and certainly takes a huge effort and dedication to consistently provide outstanding service to our clients. I am delighted and proud to work with them every day!" says Desirée Bombenon CEO of SureCall.

The Canadian Call Management Association congratulates the management and staff of SureCall Contact Centers for their significant achievement. For more about SureCall visit www.surecallcc.com

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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