



Canadian Call Management Association

News Release  
For immediate release

**Outstanding Service Brings Home National Award**  
- SureCall Contact Centers Earns CAM-X Award of Excellence -

**Grimsby, ON (October 28, 2018)** — SureCall Contact Centers of Calgary, AB has been honoured with the exclusive 2018 Award of Excellence for 26 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. SureCall Contact Centers was presented with the Award recently at the CAM-X 54th Annual Convention and Trade Show held at the Marriott Resort & Spa, in Puerto Vallarta, Mexico.

"We are thrilled to receive the Award of Excellence from CAMX for the 26<sup>th</sup> year. The consistent quality our agents provide by doing their very best for our customers every call, every day, is the foundation of our commitment to an exceptional customer experience. I am very proud of our team at SureCall, and I am humbled by their work ethic and dedication." Says Desirée Bombenon CEO of SureCall.

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

"Customer service excellence has always been, and always will be, one of the critical competitive advantages for any business. Congratulations to SureCall Contact Centers for winning the Award of Excellence and for your continuous commitment and dedication to superior quality," says CAM-X President Dana Lloyd.

Now a twenty six-time winner, SureCall Contact Centers earned the **Titanium Plus Award for twenty six years**. CAM-X extends its congratulations to the staff of SureCall Contact Centers on their proven quality service to their customers. Learn more about Surecall at [www.surecallcc.com](http://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](http://www.camx.ca) for more information.

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