



Canadian Call Management Association

News Release
For immediate release

Outstanding Service Brings Home National Award

- Intercon Messaging Inc. Earns CAM-X Award of Excellence Plus -

Grimsby, ON (October 1, 2023) — Intercon Messaging Inc. of Drayton Valley, AB has been honoured with the exclusive 2023 Award of Excellence Plus. 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. Intercon Messaging Inc. 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:

INBOUND

- Response time
- Knowledge of the account requirements
- Courteousness and professionalism of the CSR
- Accuracy of call details
- Overall impression of the call – WOW factor

OUTBOUND

- Respect of the message delivery process
- Adherence to the methods, steps and delays for message delivery
- Accuracy of oral and/or written transmission of messages
- Courteousness and professionalism of the CSR
- Overall impression of the call – WOW Factor

“Success is not an accident. It is hard work, perseverance, learning, and sacrifice. This award demonstrates all of these by the quality of service you provide your clients. Congratulations to you and your team on this great achievement.” says CAM-X President Leslie Wilson.

CAM-X extends its congratulations to the staff of Intercon Messaging Inc. on their proven quality service to their customers.

- 30 -

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.

MEDIA CONTACT: Linda Osip, CAM-X 905.309.0224 | info@camx.ca