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News Release
For Immediate Release

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Outstanding Service Earns International Award

*Intercon Messaging Inc. wins coveted NAEO Superior Agent Service Award
Emerging Leaders Award – TOP TEN*

Intercon Messaging Inc. of Drayton Valley has been honored with the exclusive 2023 Superior Agent Service Award. This award is presented annually by the National Amtelco Equipment Owners, an association of Amtelco users dedicated to education, networking, and development of best practices among members. Intercon Messaging Inc. was presented with the award at NAEO's 2023 New Orleans, taking special placement with the Emerging Leaders Award TOP TEN in the 2023 program.

Independent judges are contracted by NAEO 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 **Intercon Messaging Inc.** for winning NAEO's 2023 Superior Agent Service Award (SASA)! Technology is constantly advancing making it possible to meet a wide variety of client needs, however it's the agents who answer the calls that determine the overall caller experience. This exceptional accomplishment recognizes **Intercon Messaging Inc** commitment to extraordinary service levels, as well as the passion of their agents to provide a superior customer experience for every call. Well done and congratulations to all of our participants and winners!"

Says NAEO President *Tifani Leal.*

Established in 2018, the NAEO Superior Agent Service Award program is a 'mystery caller' program that offers NAEO members the opportunity to have their call center agents evaluated by an independent panel of judges. It considers the caller first in every aspect of the call.

NAEO extends its congratulations to the staff of *Intercon Messaging Inc.* for their impressive Emerging Leaders Award TOP TEN achievement demonstrating their proven quality of customer service.

About NAEO

NAEO was founded in 1984 as an association representing Amtelco users in the call center and healthcare industries. NAEO now encompasses companies across North America and Europe. Their goal is to be an indispensable resource to all Amtelco users by providing education, networking and the development of best practices among members.

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