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CAM-X 2017 *Award of Excellence* - Top Ten & Top Call Keystone Answering Service wins Award - 10th Consecutive Year

Newtown, PA, October 20, 2017 – Keystone Answering Service has been honored for having earned the CAM-X *Award of Excellence* for the 10th Consecutive Year. Not only did Keystone place among the Top Ten participants, but a Keystone Agent also took the Top Call in the mystery call program. The program was established to measure quality of service and message delivery. The Award is presented annually by the Canadian Call Management Association (CAM-X). Keystone was presented with the Awards at CAM-X's 53rd Annual Convention held at the Marriott Pinnacle in Vancouver BC.

Keystone earned a combined score placing it among the Top Ten participants in a contest between 80 Call Centers in North America. Keystone has established an industry leading record of Top Ten, or Top Call *Award of Excellence* placements -or better- in ten of the last twelve years.

Independent judges are contracted by CAM-X to make test calls to evaluate customer service levels throughout North America over a six-month period for both the ATSI and CAM-X programs. The criteria for scoring include courtesy, response time, accuracy, and overall service to their clients.

Listed below is a summary of our performance in the telephone answering service industry *Awards of Excellence* program over the past twelve years:

2017 - CAM-X TOP TEN & TOP CALL

2017 - ATSI TOP CALL

2016 - CAM-X TOP TEN SCORE

2015 - ATSI *Award of Excellence*

2014 - ATSI *Award of Excellence*

2013 - ATSI TOP TEN SCORE

2012 - ATSI TOP CALL

2011 - CAM-X TOP TEN SCORE

2010 - CAM-X TOP CALL

2010 - CAM-X TOP SCORE

2009 - ATSI TOP TEN SCORE

2009 - CAM-X TOP SCORE

2008 - ATSI TOP TEN SCORE

2007 - ATSI TOP SCORE

2006 - ATSI TOP FIVE SCORE

For more information please contact Keystone Answering Service at (215) 968-7800. E-mail messages may be sent to admin@keytas.com. Our website is www.keystoneanswering.com



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