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FOR IMMEDIATE RELEASE: June 21, 2019

ATSI 2019 Award of Excellence

Keystone Answering Service wins Award - 22nd Consecutive Year

Newtown, PA, June 21, 2019 – Keystone Answering Service has been honored with having earned the ATSI *Award of Excellence* for the 22nd Consecutive Year. The program was established to enable telephone answering services to measure customer service levels as it relates to agent performance. The Award is presented annually by the Association of TeleServices International (ATSI) and administered by the Canadian Call Management Association, CAM-X. Keystone was presented with the Award at the ATSI Annual Convention held at the OMNI Dallas Hotel, in Dallas, Texas.

Keystone earned a combined score of 94.1% and placed twelfth among the participants in a contest between 84 Call Centers in North America. The ATSI *Award of Excellence* program has been in existence for twenty-three years. Keystone has established an industry leading record of TOP TEN or Top Call *Award of Excellence* placements -or better- in eleven of the last fourteen years.

Independent judges are contracted by ATSI 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 fourteen years:

2019 - *ATSI TOP Award of Excellence*
2018 - *ATSI TOP TEN SCORE*
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 SCORE & CALL*
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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