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ATSI 2021 *Award of Excellence* - TOP TEN

Keystone Answering Service wins Award - 24th Consecutive Year

Kansas City, MO, June 3, 2021 – Keystone Answering Service has been honored with having earned the ATSI *Award of Excellence* for the 24th 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 Kansas City Marriott Downtown in Kansas City, Missouri.

Keystone's combined score was 93.3% placed among the Top Ten participants in a contest between seventy Answering Services. The ATSI *Award of Excellence* program has been in existence for twenty-five years. Keystone has established an industry leading record of TOP TEN or Top Call *Award of Excellence* placements -or better- in fourteen of the last sixteen 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 courtesies, 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 sixteen years:

2021 - ATSI TOP TEN	2013 - ATSI TOP TEN SCORE
2020 - CAM-X TOP TEN & TOP CALL	2012 - ATSI TOP CALL
2019 - CAM-X TOP TEN	2011 - CAM-X TOP TEN SCORE
2018 - ATSI TOP TEN SCORE	2010 - CAM-X TOP SCORE & CALL
2017 - ATSI TOP CALL	2009 - CAM-X TOP SCORE
2016 - CAM-X TOP TEN SCORE	2008 - ATSI TOP TEN SCORE
2015 - ATSI Award of Excellence	2007 - ATSI TOP SCORE
2014 - ATSI Award of Excellence	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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