

## Outstanding Service Earns Award of Excellence

*Call Experts wins coveted ATSI Award of Excellence – 12 years in a row*

Call Experts has been honored with the exclusive ATSI 2018 **Award of Excellence for the 12th year**. This award is presented annually by the Association of TeleServices International (ATSI), the industry's Trade Association for providers of telecommunications and call center services including telephone answering and message delivery across North America and the UK. Call Experts was presented with the award at ATSI's 2018 Annual Convention held at Embassy Suites, Charlotte, NC.

Independent judges are contracted by ATSI to evaluate message services over a six-month period. The scoring criteria include:

- Response Time
- Courteousness of Rep
- Accuracy of Call
- Knowledge of Account
- Overall Impression of Call

"The ATSI Award of Excellence is one of the many ways businesses in our industry can measure their customer service levels as it relates to agent performance. Agents are evaluated on how they interact with callers based on established call handling criteria. The program gives participating companies bragging rights – and with good reason!" Says ATSI President Josue Leon, "It is an honor to know of companies who earn this distinction year over year."

The award started **22 years ago** as a means to improve the overall quality of the call centre industry by setting expectations and measurements to ensure a successful call handling experience.

Now a **twelve-time winner** Call Experts earned the **Diamond Plus Award**. ATSI extends its congratulations to the staff of Call Experts on their proven quality service to their customers.

### About Call Experts

Founded in 1982, Call Experts is a family owned and operated call center focused on providing extensive telecommunications and office-based services to professionals in numerous industry categories. Call Experts has a depth of experience in virtually all answering service and call center applications, numerous long-standing customer relationships, and a corporate culture that values kindness, professionalism, and a personable, caring work environment. From just one small office in Charleston, S.C., the company has grown to three offices along the east coast with over 200 employees. Based in Charleston, S.C., Call Experts also has offices in Charlotte, N.C. and Branchburg, N.J. For more information, visit [www.callexperts.com](http://www.callexperts.com) or call 800-374-0911.

### About ATSI

The Association of TeleServices International was founded in 1942 as a national Trade Association representing live answering services. ATSI now encompasses companies across North America and the UK offering specialized and enhanced operator-based services including call centers, contact centers, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and internet services among others.