



For immediate release

**Outstanding Service Brings Home National Award for 11<sup>th</sup> year in a row!**  
- Call Experts Earns CAM-X Award of Excellence -

**Charleston, SC (Nov 5, 2018)** — Call Experts of Charleston, SC has been honored with the exclusive 2018 Award of Excellence for **11 years**. The Award is presented annually by the Canadian Call Management Association (CAM-X), the industry's Trade Association for providers of call centre services including telephone answering and message delivery. Call Experts was presented with the Award recently at the CAM-X 54th Annual Convention and Trade Show held at the Marriott Resort & Spa, in Puerto Vallarta, Mexico.

Independent judges are contracted by CAM-X to evaluate message services over a six-month period. The scoring criteria includes **Response Time, Courteousness of Rep, Accuracy of Call, Knowledge of Account, and Overall Impression of Call.**

"Customer service excellence has always been, and always will be, one of the critical competitive advantages for any business. Congratulations to Call Experts for winning the Award of Excellence and for your continuous commitment and dedication to superior quality," says CAM-X President Dana Lloyd.

Now an **eleven-time** winner, Call Experts earned the **Diamond Plus Award for eleven years.** CAM-X extends its congratulations to the staff of Call Experts on their proven quality service to their customers.

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**About Call Experts**

Founded in 1982, Call Experts (CE) is a family owned and operated call center focused on providing extensive telecommunication support, business process outsourcing, and office-based services to professionals in numerous industry categories. From just one small office in Charleston, S.C., the company has grown to three offices along the east coast (New Jersey and North Carolina) with over 200 employees. With the resources and abilities to work with a range of clients on a local, regional, national level, and international level, CE takes an individualized approach with each client. All clients, ranging from small business to Fortune 500, are assigned a dedicated account manager to assist with scripting, on-boarding, billing, and more. From day one, the account manager works to understand and interpret the client's specific needs and be the point of contact for any questions or concerns that might arise. All agents, "Experts," at CE go through a three-week training program followed by continued learning and quality assurance training.

**MEDIA CONTACT:** Moshe Prystowsky  
512.565.0090 | [release@warningkick.com](mailto:release@warningkick.com)

**About CAM-X**

CAM-X is a Canadian based trade Association for the Call Management industry which includes call centres, telephone answering services, telemarketing services, and other communication services. Their goal is to contribute to their members' profitability by fostering a willingness to exchange ideas, experiences and solutions while promoting the general welfare and ethical standards of our industry. Please visit [www.camx.ca](http://www.camx.ca) for more information.