

## FOR IMMEDIATE RELEASE

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### **Call Experts Earns 14<sup>th</sup> Award of Excellence for Outstanding Service**

*Charleston-based contact center wins coveted ATSI Award of Excellence*

Call Experts of Charleston, SC has been honored with the exclusive ATSI 2023 **Award of Excellence for the 14<sup>th</sup> 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 2023 conference in Atlanta, GA.

Now a **fourteen-time winner** Call Experts earned the **Diamond Plus Award**.

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

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

*"The ATSI Award of Excellence is a prestigious recognition of exemplary customer service in our industry. Feedback is an invaluable part of our desire for continuous improvement. We are grateful for this honor." says Call Experts CEO Abby Leibowitz.*

The award started **27 years ago** as a means to improve the overall quality of the call center industry by setting expectations and measurements to ensure a successful call handling experience.

*"For 27 years, ATSI and CAM-X have partnered together to bring our association the ATSI AOE (Award of Excellence). This program is a great way for you and your staff to find out how well your callers are being taken care of. The AOE is not a competition against other answering services; it is a competition against yourselves. It is a tool to measure how well your business partner's callers are being treated. Since all calls are graded by a neutral third party, you can get an honest appraisal of the quality being given. Measured politeness, manners and the best possible message are the way to ensure success for both your service and their business and there is now the option to have 10 or 20 calls evaluated. ATSI is very happy to continue to provide this evolving program to our members, through our association with CAM-X!" says ATSI President Jim Reandau.*

**About Call Experts**

A leader in customer experience solutions and customer service management, our team adds value to your organization by implementing award-winning support systems that deliver customer satisfaction and efficiency. Since 1982, our team has focused on supporting business continuity and remote workforces with customized, live-agent, and AI-powered contact center solutions. We succeed when you succeed, learn more at [www.CallExperts.com](http://www.CallExperts.com).

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**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.

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