

Association of TeleServices International, Inc.

222 S. Westmonte Drive,
Suite 101
Altamonte Springs, FL  32714
Phone (407) 774-7880

**FOR IMMEDIATE RELEASE CONTACT:** Melanie Dixon

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# **Outstanding Service Earns National Award**

# Connections Call Center, Ltd wins ATSI Award of Excellence

**TOP TEN**

Connections Call Center, Ltd of Squamish, BC has been honored with the exclusive ATSI 2014 **Award of Excellence** for the 7th consecutive year.Thisaward 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. Connections Call Center, Ltd was presented with the award at ATSI’s 2014 Annual Convention held at The Peabody Hotel, Memphis, TN

Independent judges are contracted by ATSI to evaluate message services over a six month period. The criteria for scoring include: courtesy, response time, accuracy and overall service to their clients. If the company scores 80% or better in ALL categories, they are presented with the coveted ATSI Award of Excellence. The program is now in its 18th year.

“The ATSI Award of Excellence is the most prestigious recognition of exemplary customer service in our industry.  Award recipients demonstrated the highest level of service throughout every aspect of a caller's experience – exceeding the award's rigorous criteria and customer service standards.  It's quite an honor,” says ATSI President Sharon Campbell.

Now a seven-time winner Connections Call Center, Ltd earned the **Emerald Award for seven consecutive years.** ATSI extends its congratulations to the staff of Connections Call Center, Ltd on their proven **TOP TEN** quality service to their customers.

###### 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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