

FOR IMMEDIATE RELEASE

Contact:  
Linda Osip, Executive Director  
Canadian Call Management Association (CAM-X)  
(800) 896-1054 [www.camx.ca](http://www.camx.ca)

## **CAM-X AWARDS GOLD CALL CENTRE CERTIFICATION**

**(Grimsby, ON May 4, 2011)** – Canadian Call Management Association (CAM-X) is pleased to announce that Connections Call Center has re-qualified for the Gold 24/7 Call Centre Certification Award.

The Certification indicates that Connections Call Center has met or exceeded high standards in the following areas: business practices, life safety, operations, including normal and emergency procedures, personnel hiring, training and ongoing evaluations through a peer review program focusing on 99.9% annual run time.

“Having gone thru the re-certification program once again allowed us to strengthen our disaster recovery program and to make sure that we are able to provide our client’s with a higher run time percentage.” said Lil Lyle, Connections Call Center President.

As a leading North American Call Centre, Connections Call Center based in Squamish, BC but with agents all around the province, provides call center services and telephone answering services to a diverse client base. Connections offers basic services as well as extended services such as Help Desk Applications, Highway Construction/Management/Dispatch and Order Entry. Our staff motto is “[Connections staff autograph their work with Excellence](#)”. For more information visit [www.connectionscallcenter.com](http://www.connectionscallcenter.com)

Based in Grimsby, ON, CAM-X is a Canadian based trade association for the Call Management industry which includes: call centres, telephone answering services, voice-mail services, telemarketing services and other communications 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 the industry. [www.camx.ca](http://www.camx.ca)

-###-