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FOR IMMEDIATE RELEASE: June 6, 2024

ATSI 2024 *Award of Excellence - Top Ten* **Keystone Answering Service wins Award - 17th Consecutive Year**

Detroit, MI, June 6, 2024 – Keystone Answering Service has been honored with having earned the ATSI *Award of Excellence* for the 17th Consecutive Year. The program was established to enable telephone answering services to measure customer service levels as it relates to agent performance. The Award is presented annually by the Association of TeleServices International (ATSI) and administered by the Canadian Call Management Association, CAM-X. Keystone was presented with the Award at the CAM-X Annual Convention held at the MGM Grand Hotel in Detroit, MI.

Keystone's combined score was 94.9% and placed fifth among the top ten participants in a contest between 60 Call Centers in North America. The ATSI *Award of Excellence* program has been in existence for twenty-eight years. Keystone has established an industry leading record of TOP TEN or Top Call *Award of Excellence* placements -or better- in seventeen of the last twenty years.

Independent judges are contracted by CAM-X to make test calls to evaluate customer service levels throughout North America over a six-month period for both the ATSI and CAM-X programs. The criteria for scoring include courtesy, response time, accuracy, and overall service to their clients. Listed below is a summary of our performance in the telephone answering service industry *Awards of Excellence* program over the past nineteen years:

2024 - ATSI TOP TEN	
2023 - CAM-X TOP TEN	2014 - ATSI <i>Award of Excellence</i>
2022 - CAM-X TOP TEN	2013 - ATSI TOP TEN SCORE
2021 - ATSI TOP TEN	2012 - ATSI TOP CALL
2020 - CAM-X TOP TEN & TOP CALL	2011 - CAM-X TOP TEN SCORE
2019 - CAM-X TOP TEN	2010 - CAM-X TOP SCORE & CALL
2018 - ATSI TOP TEN SCORE	2009 - CAM-X TOP SCORE
2017 - ATSI TOP CALL	2008 - ATSI TOP TEN SCORE
2016 - CAM-X TOP TEN SCORE	2007 - ATSI TOP SCORE
2015 - ATSI <i>Award of Excellence</i>	2006 - ATSI TOP FIVE SCORE

For more information please contact Keystone Answering Service at (215) 968-7800. E-mail messages may be sent to admin@keytas.com. Our website is www.keystoneanswering.com

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