



Canadian Call Management Association

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Providing
Education and
Support for
Operator-Based
Service
Companies:

- Call Centre Services
- Telephone Answering
- Message Delivery
- Order Entry
- Emergency Dispatch

Outstanding Service Brings National Award FineLine Solutions Wins CAM-X Award of Excellence

FineLine Solutions, of Winnipeg, MB has been honoured with the exclusive 2006 Award of Excellence for the **third consecutive year**. 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. FineLine Solutions was presented with the award recently at the CAM-X 42nd Annual Convention and Trade Show held at the Omni Hotel in Cancun, Mexico

Independent judges are contracted by CAM-X to evaluate message services throughout Canada 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 Award of Excellence. The program is now in its' 17th year.

"In this industry, we measure customer service with the caller's experience as paramount to the overall success of the call." Says CAM-X President Pat Vos. "The Award of Excellence provides a best practice standard and we congratulate the staff of FineLine Solutions for their achievements."

Founded in 1964, CAM-X began as a national trade Association representing live answering services. The Canadian Call Management Association now encompasses companies across Canada offering specialized and enhanced operator based services including: call centres, contact centres, inbound telemarketing (order entry), paging, voice messaging, emergency dispatch, fax, and internet services among others.

Now a three-time winner FineLine Solutions earned the **Silver Award for three consecutive years**. CAM-X extends its congratulations to the staff of FineLine Solutions on their proven quality service to their customers.