

## **NEWS RELEASE:**

December 10, 2010

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### The Legacy Connection Wins Another International Award for Excellent Service

Tuscaloosa, AL--The Legacy Connection (TLC) was recently awarded the **2010 Award of Excellence** by the Canadian Call Management Association (CAM-X)-- the industry's trade association for North American providers of telecommunications and call centre services (including telephone answering and message delivery). Presented at a ceremony in Las Vegas, this 2010 award marked the 5th consecutive year the company has earned this coveted award—designating TLC among a select few call centers in the world to be a “gold” service.

In addition, TLC also earned the **2010 ATSI Award of Excellence** from the Association of Teleservices International (ATSI). They won this award in 2009, as well.

The awards are based on six months of intensive “mystery” testing that allowed an independent panel of judges to score call-handling skills such as courtesy, response time, accuracy and overall service to their clients - the cornerstones of the call management industry. Companies that score 80% or better in ALL categories are presented with the coveted Award of Excellence.

"The CAM-X Award of Excellence offers the industry the kind of quality testing and benchmarking that is essential to help us establish the kind of service levels that are being demanded by our customers," says CAM-X president, Mary Ann Straw.

The Legacy Connection, an award-winning teleservices company formerly called DCAS (Druid City Answering Service), is based in Tuscaloosa and serves clients throughout the country, with a concentration in the Tuscaloosa and Birmingham areas. The company employs more than 25 staff members. In addition to offering 24/7 emergency and non-emergency answering service solutions, the company handles overflow calls, order taking, dispatch, disaster back-up, and a variety of other teleservice solutions to clients around the US. It offers total and flexible customization of how calls are answered and how the messages are delivered to each client.

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