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Outstanding Service Earns Award of Excellence

Rochester Telemessaging Center wins coveted ATSI Award of Excellence

TOP TEN

Rochester Telemessaging Center, of Rochester Hills, MI has been honored with the exclusive ATSI 2019 **Award of Excellence for the 23rd year**. This award 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. Rochester Telemessaging Center was presented with the award at ATSI's 2019 Annual Convention held at the OMNI Dallas Hotel, in Dallas, TX.

"Our team works very hard for the customers of Rochester Telemessaging Center. We strive to always be the best in our industry and are honored to have earned this award for the 23rd year in a row," says RTC Director of Operations Ryan Chinoski

Independent judges are contracted by ATSI to evaluate message services over a six month period. The scoring criteria includes:

- Response Time
- Courteousness of Rep
- Accuracy of Call
- Knowledge of Account
- Overall Impression of Call

"The ATSI Award of Excellence is a great way for our members and their employees to evaluate how they are providing service to their customers. It enables them to identify the things that make them great and also the areas that they can work on to get better. We have members that have been involved in the program for decades and are very proud each year when they win the award." Says ATSI President Joseph Pores.

The award started **23 years ago** as a means to improve the overall quality of the call center industry by setting expectations and measurements to ensure a successful call handling experience. Rochester Telemessaging Center is the only company nationwide to have earned this award every year since its inception.

Now a **twenty-three time winner** Rochester Telemessaging Center earned the **Onyx Plus Award**. ATSI extends its congratulations to the staff of Rochester Telemessaging Center on their proven quality service to their customers as a **TOP TEN** winner.

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.