



AnswerOne®

Answering The Call, Since 1967

Brooklyn Chamber of Commerce Member, AnswerOne Answering Service Wins Prestigious “Top 10 Award” for Quality of Service.

Brooklyn, NY – July 2025 – AnswerOne of Brooklyn has been recognized for outstanding service, earning a coveted “**Top 10 Award**” at two major industry events: the annual Association of Teleservices International (ATSI) Conference in July and the Canadian Answering Service Association (CAMX) Conference held on October 1, 2025.

Both associations independently run an Award of Excellence program, in which hundreds of members participate. During the program, judges place anonymous calls to clients of the answering services and evaluate them on 23 service criteria.

AnswerOne placed among the **Top Ten** services in both the ATSI and CAMX programs. In fact, during the Canadian competition, AnswerOne earned the distinction of having the **best operator call** out of hundreds reviewed.

“We work very hard to make sure that we provide the best service possible to help our clients run their businesses,” said Bill Smith, CEO of AnswerOne.

Founded more than 54 years ago, AnswerOne has proudly operated from its long-time office in the Dyker Heights community of Brooklyn.

For more information, visit AnswerOne.net or call 718-748-8888.

AWARD WINNING TELEPHONE ANSWERING SERVICE - “MAKING YOUR LIFE EASIER”

7014 - 13TH AVENUE, BROOKLYN, NEW YORK 11228 - (718) 748-8888 - FAX (718) 748-3376

NASSAU, SUFFOLK & WESTCHESTER COUNTIES & NEW JERSEY - (800) 457-5557

WWW.ANSWERONE.NET



Association of Teleservices International (ATSI)
1601 Utica Ave S., Suite 213
Minneapolis, MN 55416
admin@atsi.org
866-896-2874

FOR IMMEDIATE RELEASE

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CONTACT: Sarah Ewald
ATSI Executive Director
sarahe@ewald.com

Outstanding Service Earns Award of Excellence

AnswerOne, Inc. wins coveted ATSI Award of Excellence

TOP TEN Award Winner

AnswerOne, Inc. of Brooklyn, NY has been honored with the exclusive ATSI 2025 **Award of Excellence for the 18th 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. AnswerOne, Inc. was presented with the award at ATSI's 2025 conference in Pheonix, AZ.

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

"Year after year, the ATSI Award of Excellence (AOE) serves as a powerful benchmark for customer service success. Now in its 29th year, this program gives our members a chance to celebrate what's working, identify areas for improvement, and strengthen their commitment to service quality. With every call graded by an unbiased third party, participants gain credible, actionable feedback. Companies who earn this recognition are not just delivering excellent service—they're setting the standard. At ATSI, we're proud to offer a program that continues to challenge and inspire our members," says ATSI President, Brianna Burke.

The award started **29 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.

Now an **eighteen-time winner** AnswerOne, Inc. earned the **Platinum Plus Award**. ATSI extends its congratulations to the staff of AnswerOne, Inc. on their proven **TOP TEN** quality service to their customers.

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.



Canadian Call Management Association

News Release
For immediate release

Outstanding Service Brings Home National Award
- AnswerOne Earns CAM-X Award of Excellence –

Coveted TOP TEN winner

Grimsby, ON (October 3, 2025) — AnswerOne of Brooklyn, NY has been honoured with the exclusive 2025 Award of Excellence for 17 years. 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. AnswerOne was presented with the Award recently at the CAM-X 61st Annual Convention and Trade Show in Charlottetown, P.E.I..

Independent judges are contracted by CAM-X 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

"Your outstanding organization has truly demonstrated that excellence is a learned skill, and through your dedication and commitment, you have achieved this remarkable recognition. Congratulations on this well-deserved award!" says CAM-X President Gloria Tonne.

Now a seventeen-time winner, AnswerOne States earned the **Platinum Plus Award for seventeen years**. CAM-X extends its congratulations to the staff of AnswerOne on their proven **TOP TEN** quality service to their customers.

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About CAM-X

CAM-X is a Canadian based trade Association for the Call Management industry which includes call centres, telephone answering services, telemarketing services, and other communication 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 our industry. Please visit www.camx.ca for more information.

MEDIA CONTACT:

Linda Osip, CAM-X
905.309.0224 | info@camx.ca