

Canadian Call Management Association



Founded in 1964, the Canadian Call Management Association (CAM-X) is an industry trade Association representing the needs and concerns of Call Centres and Telephone Answering Services across North America. A not-for-profit, member driven Association, CAM-X is comprised of a cohesive group of concerned business people dedicated to helping owners and managers increase their business markets, profits and opportunities.

Mission Statement:

"As the National voice for the Call Management industry, CAM-X contributes to our member's profitability by fostering a willingness to exchange ideas, experiences and solutions while promoting the general welfare and ethical standards of the industry."

For our members:

- CAM-X represents the industry in regulatory issues with industry and governing bodies including the CRTC, Public Utility Boards and Telephone Companies.
- CAM-X provides regular seminars to improve service, exchange ideas and to gain insights into technological enhancements.
- CAM-X develops working committees to provide a vantage viewpoint of our industry on communications issues.

Member Services:

- Annual Convention & Trade Show
- Regional Seminars: Call Centre Coaching Clinics
- Benchmarking programs: Award of Excellence and Call Centre Award of Distinction
These very popular programs use Mystery Callers to evaluate the quality of service based on strict criteria, judging response time, courtesy, accuracy and call handling, amongst others. The programs run annually with the presentation of awards to successful participants at the annual CAM-X Convention.
- Webinars
- List Serve: Members & Supervisors
- CSR & Supervisor Certification
- Advisor - Bimonthly publication
- Infopoll - This monthly survey of members, gathers and distributes industry statistics on a wide variety of topics. The data collected assists members in making informed decisions, guides our committees to take appropriate actions on behalf of the membership, and acts as a database for response to the media.
- Code of Ethics
- Library Source: Hiring Manual, Company Policy Development, PR & Media Kit, Striving for Excellence, Glossary of Industry Terms, Advertising Library