

Customer Service Intelligence, Inc.

Premier Service Since 1988

MRAA Supplier of the Year 2007

Quantified Customer Feedback Analysis

Track, Measure, Manage: How can you complete the development of your business strategy if you don't really know how your clients feel about your dealership and its service?

CSI's personalized phone follow-up programs *Track and Measure*:

- Your sales team performance
- Your contract client's' satisfaction levels
- Lost Quote follow-up to determine why you did not win the project
- Prospect qualification: let your sales people work only with qualified leads
- Net promoter designation: do you really know if your clients will recommend you?

You could have this information on your desk at the beginning of next month, in the form of seven complete reports, to see exactly where you stand with your customer. All CSI reports are web-based and available 24/7.

Manage your dealership's next steps to affirming your position in the market, and setting yourself above your competitors. Let CSI help you retain your clients during this challenging time. OFDA and CSI, Inc want to provide you with the opportunity to take advantage of this opportunity era to gather the customer intelligence you need to nurture your business through these times.

CSI, Inc. offers over 20 years of experience providing professional telephone follow up programs together with powerful tracking software to gather your clients' experience with your firm. Track your sales, design, service, and installation performance as individuals or in teams, and let the CSI web-based reports help you manage your dealership to increase profits and customer retention. CSI delivers your performance data from personalized customer follow-up services so that your staff can invest their valuable skills in delivering customer solutions.

Contact Molly Murray, Director of Office Furniture Division, for more information and to take advantage of this special OFDA member offer:

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www.tellcsi.com

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