

Communicate with your customers on their terms...

How and when they want to be heard.

Phone: 40% - 60%

SMS: 10% -20%

IVR: 7% -10%

Email: 5% - 10%

CSI Complete is the ONLY CSI tool that offers the **COMPLETE** suite of solutions:

- Phone Surveys
- SMS
- Interactive Voice Response
- e-mail

Whether your customer desires to be heard by text on their smart phone or tablet, on their phone through IVR or speaking one on one with a customer service representative – Our **CSI Complete** solution is the **ONLY** complete solution to meet every need.

Our integrated web-based solution ensures you are connected in a seamless OPEN environment, communicating with your customers at key **“Moments of Truth”**... Those key moments in time when your customer’s expectation depends on your next move.



Connecting Business & Customer

CSI Complete's e-Status triggers on defined moments, whether it's the estimate completion date (ECD) or a rental extension date (RED), you ensure you are not over-communicating with your customer - Status your customer only at those "Moments of Truth" to ensure your:

- Repeat Customer
- Referral Business

Actionable data analytics that provide insight to your facility or claims organization is a must in today's environment – Our CSI Complete Real Time Reporting (RTR) offers the most robust data repository available in an easy to read matrix; everything at your fingertips from industry peer performance metrics to individual employee performance.



Our business is to know yours,
with 20 Years of CSI Experience,
CSI Complete is the ONLY
complete solution
Connecting Business & Customer.