

J	O	N	E	S
STRATEGIC GOALS	ANTICIPATING NEEDS	DETRACTORS	LOYALTY DRIVERS	IMPACT CLIENTS
CLIENT SATISFACTION SURVEY	SCORE 0-500	LEVEL 0-3	CEI FLYER OPR7848A	RISK TOLERANCE
TAKES 3-4 MINUTES TO COMPLETE	CEI WEB143393	BOA MPC	FIVE STAR RELATIONSHIPS #57	IDEAL CLIENT EXPERIENCE
PROACTIVE CONTACT SENTIMENT	IDEAS TO IMPROVE CEI WEB580977	LEVEL 4	DO NOT CALL LIST WEB580939	JD POWERS
CLIENT PERCEPTION	NET PROMOTER SCORE	CONSISTENCY	WHO WHERE WHEN WHAT WEB558857	CONVERSATION FREQUENCY/CONTACT MATTER

J	O	N	E	S
TAKES 3-4 MINUTES TO COMPLETE	WHO WHERE WHEN WHAT WEB558857	CEI FLYER OPR7848A	IDEAS TO IMPROVE CEI WEB580977	CLIENT SATISFACTION SURVEY
LOYALTY DRIVERS	IDEAL CLIENT EXPERIENCE	DETRACTORS	JD POWERS	CEI WEB143393
FIVE STAR RELATIONSHIPS #57	ANTICIPATING NEEDS	BOA MPC	DO NOT CALL LIST WEB580939	LEVEL 4
CONVERSATION FREQUENCY/CONTACT MATTER	STRATEGIC GOALS	CONSISTENCY	PROACTIVE CONTACT SENTIMENT	CLIENT PERCEPTION
IMPACT CLIENTS	EIGHT QUESTIONS	RISK TOLERANCE	LEVEL 0-3	SCORE 0-500

J	O	N	E	S
PROACTIVE CONTACT SENTIMENT	DO NOT CALL LIST WEB580939	TAKES 3-4 MINUTES TO COMPLETE	CONVERSATION FREQUENCY/CONTACT MATTER	LOYALTY DRIVERS
NET PROMOTER SCORE	RISK TOLERANCE	WHO WHERE WHEN WHAT WEB558857	IDEAS TO IMPROVE CEI WEB580977	CEI WEB143393
LEVEL 4	CEI FLYER OPR7848A	BOA MPC	FIVE STAR RELATIONSHIPS #57	DETRACTORS
EIGHT QUESTIONS	IMPACT CLIENTS	CLIENT PERCEPTION	ANTICIPATING NEEDS	STRATEGIC GOALS
SCORE 0-500	LEVEL 0-3	IDEAL CLIENT EXPERIENCE	JD POWERS	CONSISTENCY