

J	O	N	E	S
SCORE 0-500	76% OF CLIENTS WHO PICK UP PHONE WILL COMPLETE FULL SURVEY	CONVERSATION FREQUENCY AND CONTACT MATTER	LOYALTY DRIVERS	IDEAS TO IMPROVE CEI WEB580977
CLIENT SATISFACTION SURVEY	RISK TOLERANCE	JD POWERS	ANTICIPATING NEEDS	LEVEL 4
PROACTIVE CONTACT SENTIMENT	STRATEGIC GOALS	BOA MPC	CEI FLYER OPR7848A	EIGHT QUESTIONS
FIVE STAR RELATIONSHIPS #57	NET PROMOTER SCORE	IDEAL CLIENT EXPERIENCE	DO NOT CALL LIST WEB580939	IMPACT CLIENTS
DETRACTORS	CEI WEB143393	LEVEL 0-3	WHO WHERE WHEN WHAT WEB558857	CONSISTENCY

J	O	N	E	S
STRATEGIC GOALS	ANTICIPATING NEEDS	LOYALTY DRIVERS	CLIENT SATISFACTION SURVEY	JD POWERS
CONVERSATION FREQUENCY AND CONTACT MATTER	WHO WHERE WHEN WHAT WEB558857	IDEAS TO IMPROVE CEI WEB580977	CEI WEB143393	LEVEL 4
FIVE STAR RELATIONSHIPS #57	CEI FLYER OPR7848A	BOA MPC	EIGHT QUESTIONS	76% OF CLIENTS WHO PICK UP PHONE WILL COMPLETE FULL SURVEY
DO NOT CALL LIST WEB580939	LEVEL 0-3	SCORE 0-500	CONSISTENCY	NET PROMOTER SCORE
IDEAL CLIENT EXPERIENCE	IMPACT CLIENTS	PROACTIVE CONTACT SENTIMENT	RISK TOLERANCE	DETRACTORS

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CEI WEB143393	LEVEL 0-3	ANTICIPATING NEEDS	IMPACT CLIENTS	CEI FLYER OPR7848A
SCORE 0-500	FIVE STAR RELATIONSHIPS #57	IDEAL CLIENT EXPERIENCE	RISK TOLERANCE	IDEAS TO IMPROVE CEI WEB580977
PROACTIVE CONTACT SENTIMENT	CONSISTENCY	BOA MPC	NET PROMOTER SCORE	DO NOT CALL LIST WEB580939
STRATEGIC GOALS	LEVEL 4	LOYALTY DRIVERS	WHO WHERE WHEN WHAT WEB558857	CONVERSATION FREQUENCY AND CONTACT MATTER
EIGHT QUESTIONS	76% OF CLIENTS WHO PICK UP PHONE WILL COMPLETE FULL SURVEY	JD POWERS	CLIENT SATISFACTION SURVEY	DETRACTORS