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**Do you know
how your
customers feel
about you?**

-
**Can you respond
to them timeously?**

Study after study shows that customer service and in-store experience win or lose custom. And experience shows that the faster you can get back to irate customers the quicker issues can be defused.

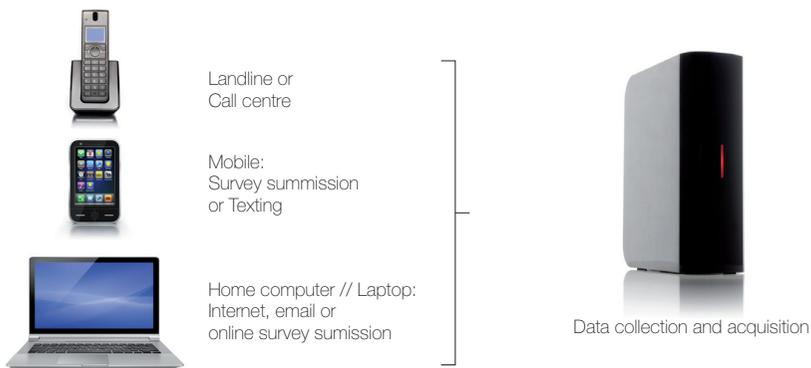
Vigil Immediate offers a range of real time technologies to elicit customer response and to allow you to act immediately.

It is a simple truth that customers who have had a poor experience are quite willing to let company management know.

Equally customers who's experience has been terrific often wish to share that information.

Vigil's real-time tools provide immediate response via email and text to key people in your organisation, that helps build a positive customer service culture.

Start a conversation with your customers in the technology of their choice from anywhere.



Examples of Vigil Immediate alert messages. These examples are Confidential and Proprietary to Vigil Limited.

Customer WOW Alert!



AWESOME WORK! Your location has just delivered a customer 'WOW' experience! One of your team has made a customer's visit very special, by going above and beyond.

Here are the details below if you wish to follow this up.

Location Details	Albany Westfield
Date of Visit	28/02/2013
Time of Visit	3:22 PM
Customer Name	Harry Dowdy
Customer Email	harry@dowdy.co.nz
Customer Phone	09 69 000 000
WOW Comment	Wonderful experience and very friendly sales staff together with a great product.

Customer RESCUE Alert!



ATTENTION! Your location has just delivered a customer 'RESCUE' experience! You have a dissatisfied customer based on their recent experience.

Please review the alert below and contact the customer in the next 12-24 hours to resolve.

Location Details	Albany Westfield
Date of Visit	28/02/2013
Time of Visit	3:18 PM
Customer Name	Sally Webster
Customer Email	sally@webster.co.nz
Customer Phone	09 69 000 000
Rescue Comment	Not a good experience today - staff distracted and disinterested. I eventually left without making a purchase.

If you want to provide your company with the capacity to understand the service your customers are receiving, how they feel about your service and products and allow you to respond with speed, contact us today to help you set up a Positive Customer Service Culture in your company.

Call Freephone **0800 164470**

email Richard Potton **richard@vigil.net.nz**

Or via our website **www.vigil.net.nz**

