



- Fully Hosted
- Totally Turnkey
- Fast Implementation

www.ExternalQM.com
Demo: 866-537-8500

Managed Research Services

Greater ROI - Lower TCO

Customer Relationship
METRICS 

877-550-0223

Top 10 indicators you need Metrics to overhaul your survey program

1. Your program does not create a positively engaged workforce ("Rally Cry") focused on improving the customer experience.
2. Your program results in apathy.
3. Your program results in people being frustrated.
4. Your program results in the unexplained.
5. "Loud" complaining customers are assumed to be what you are creating on a regular basis.
6. You are not receiving immediate alerts of service failure.
7. You or your vendor is not conducting Survey Calibration.
8. You don't know what Survey Calibration is.
9. Your program only consists of surveys and reports.
10. The problems with 2-9 (and more) are preventing you from experiencing number 1.

Create a Customer "Rally Cry"
Elevate to Elite

