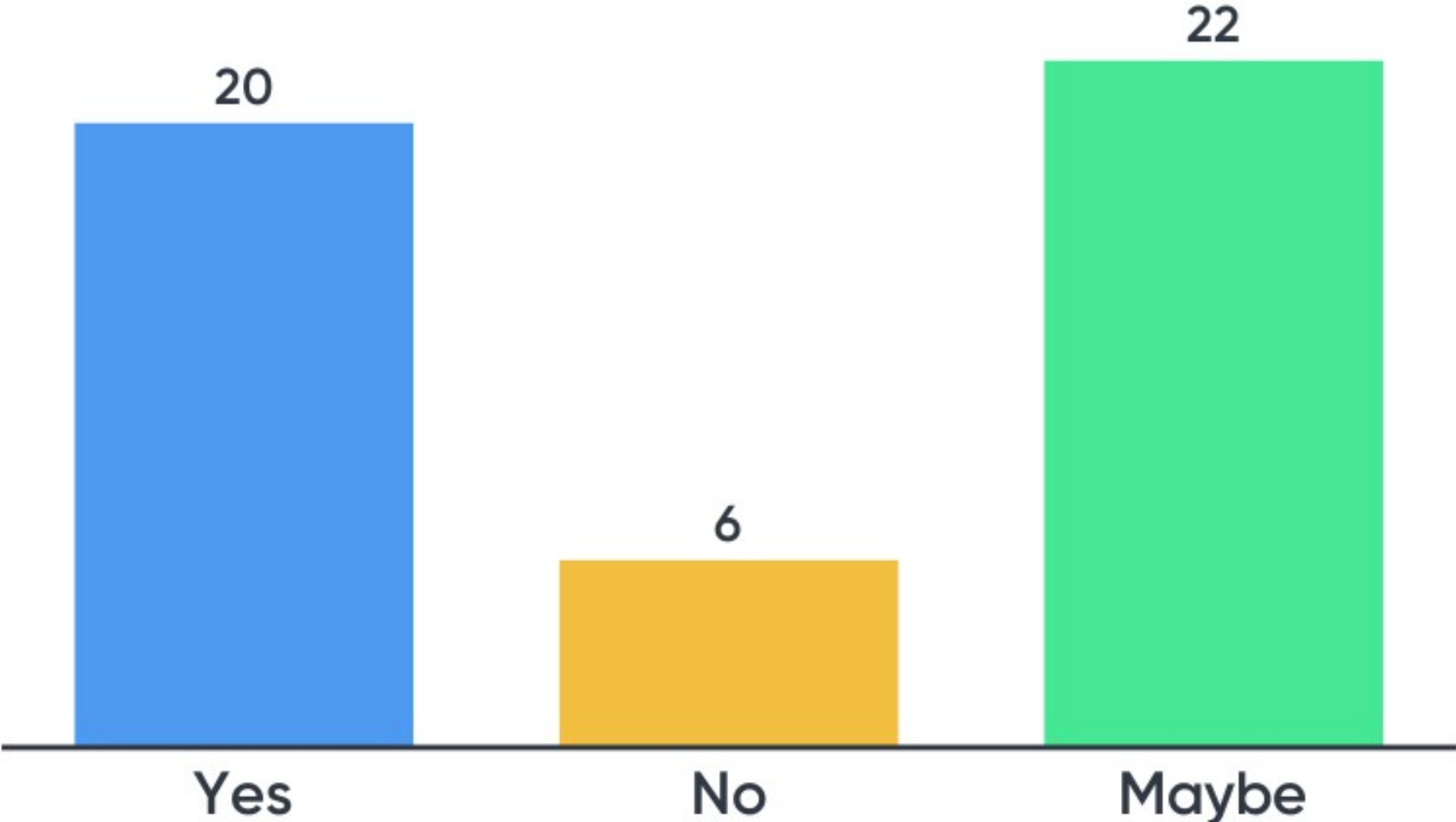


Welcome MNFEA!

Hit the heart a couple of times so we know you're here! Then hit "Next" to proceed!



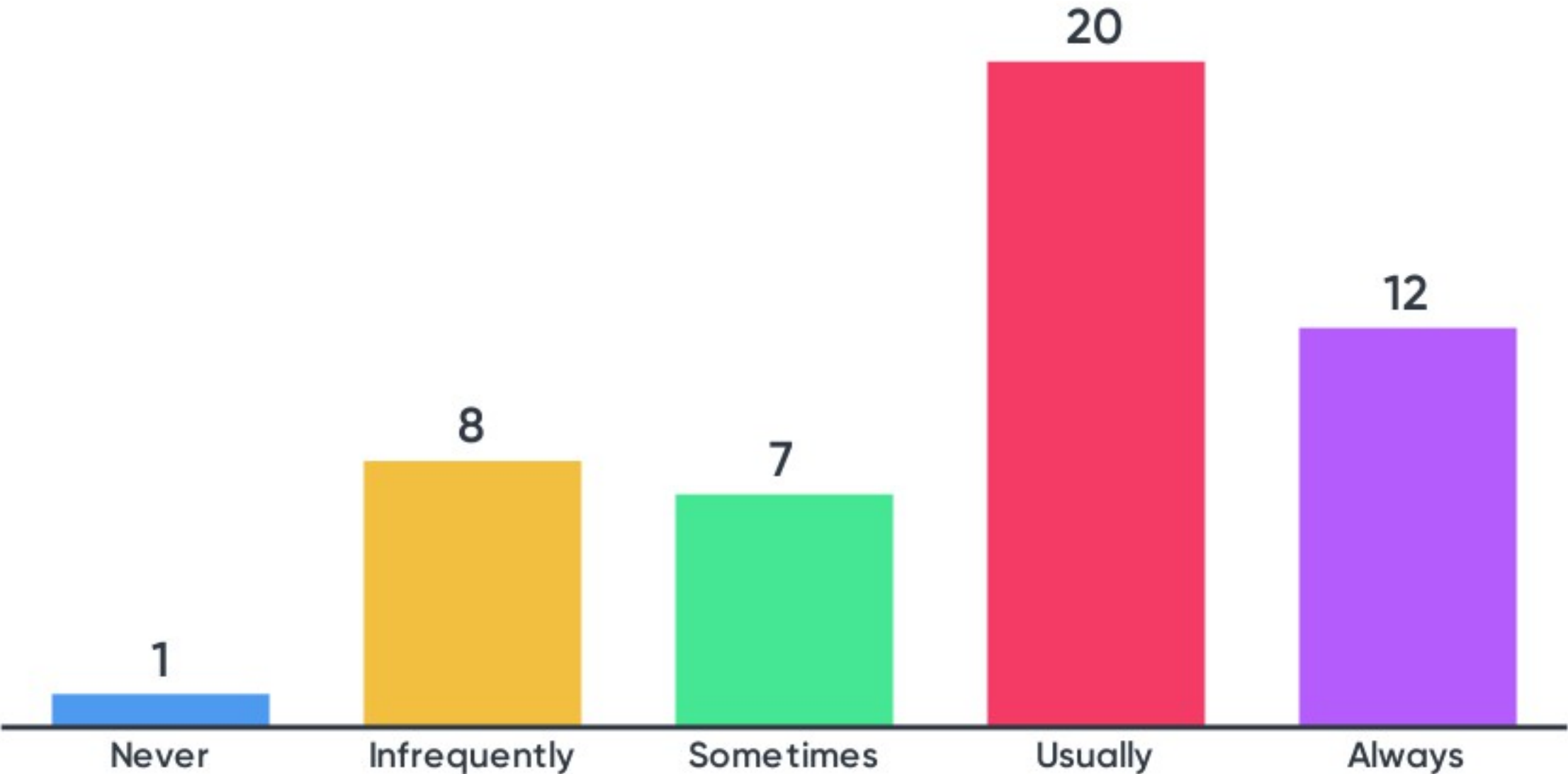
Does this word cloud represent customer service for our industry?



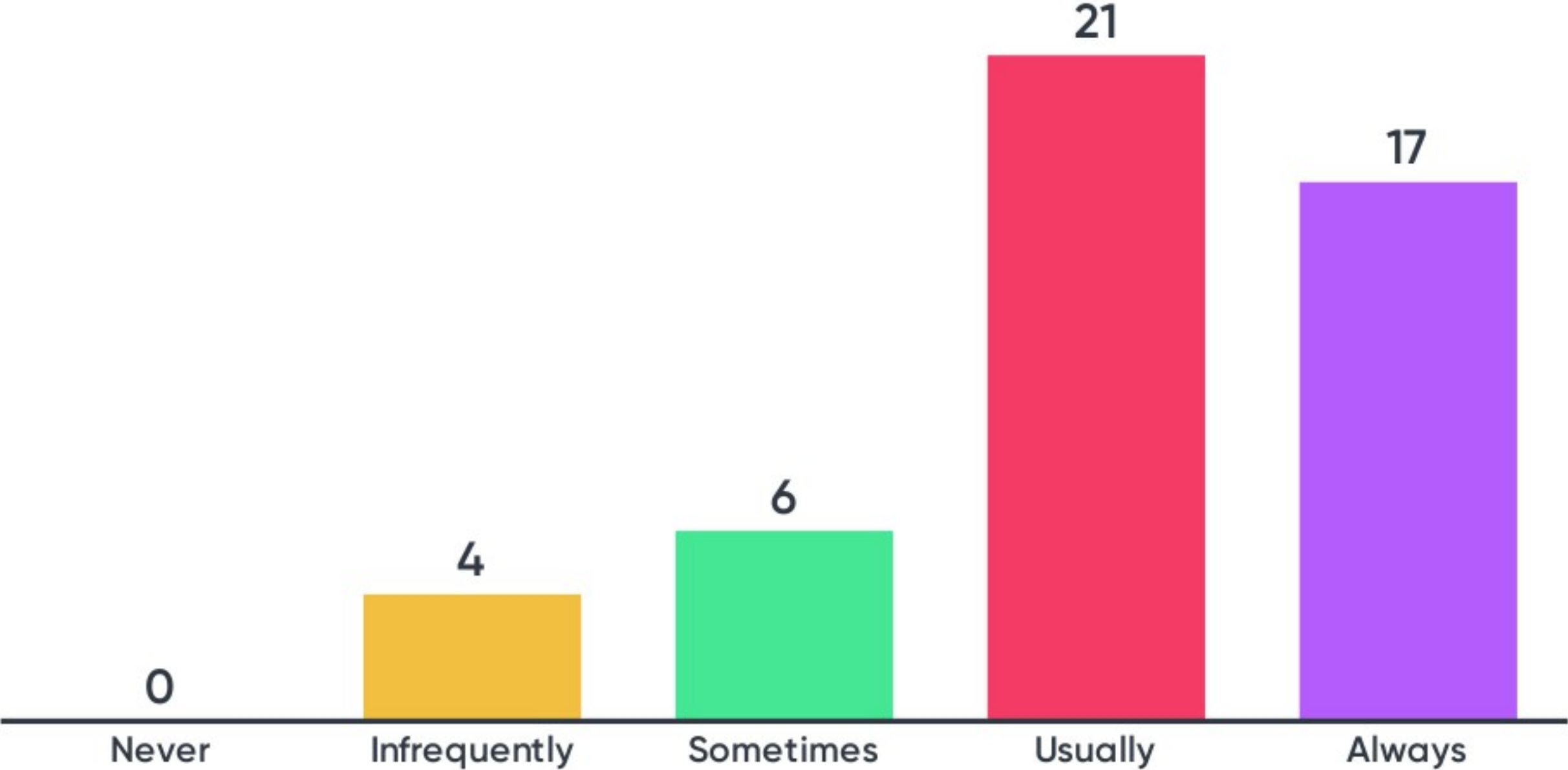
Please wait a moment before proceeding...



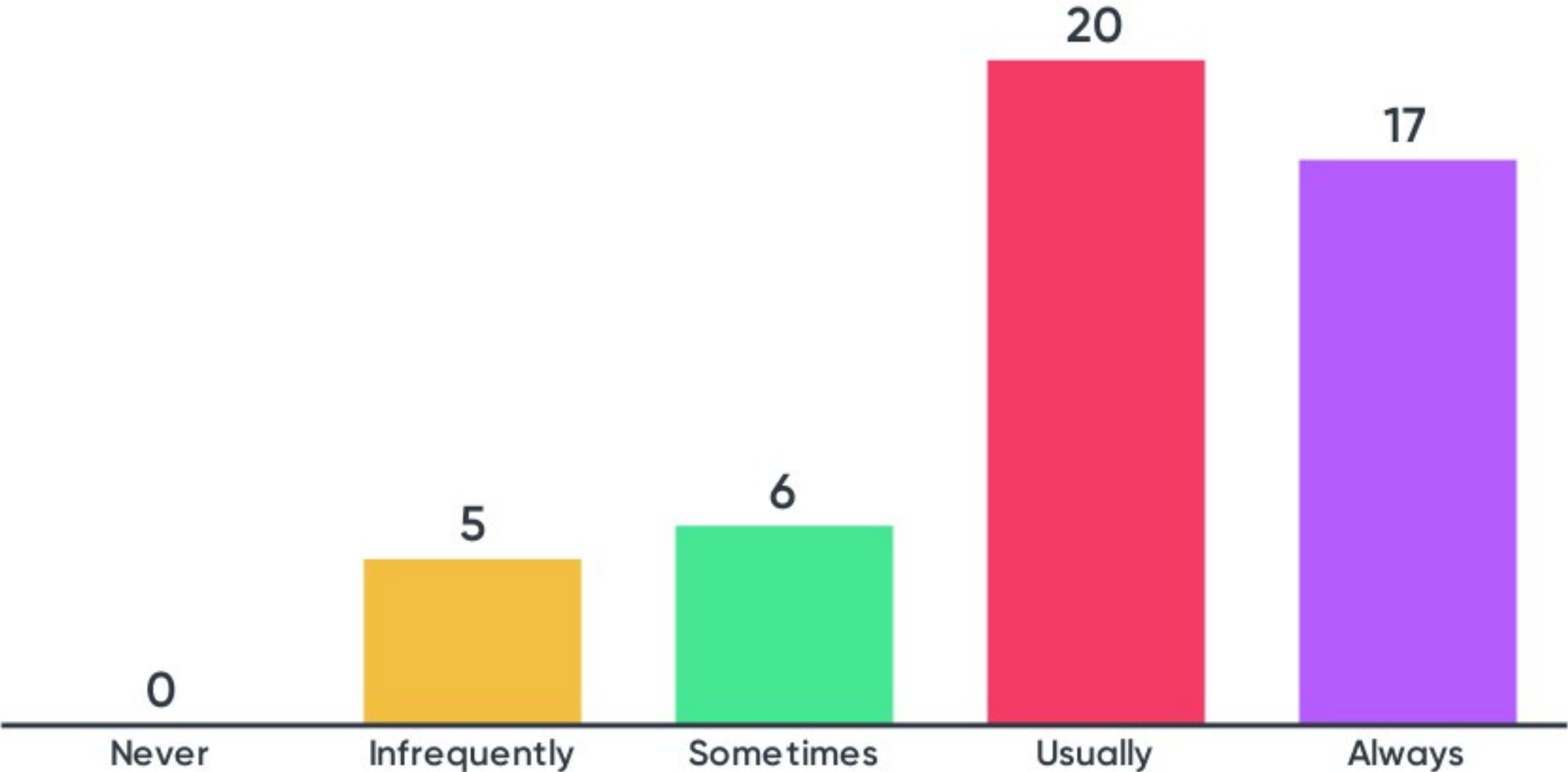
It's easy to speak to an actual customer service rep about issues .



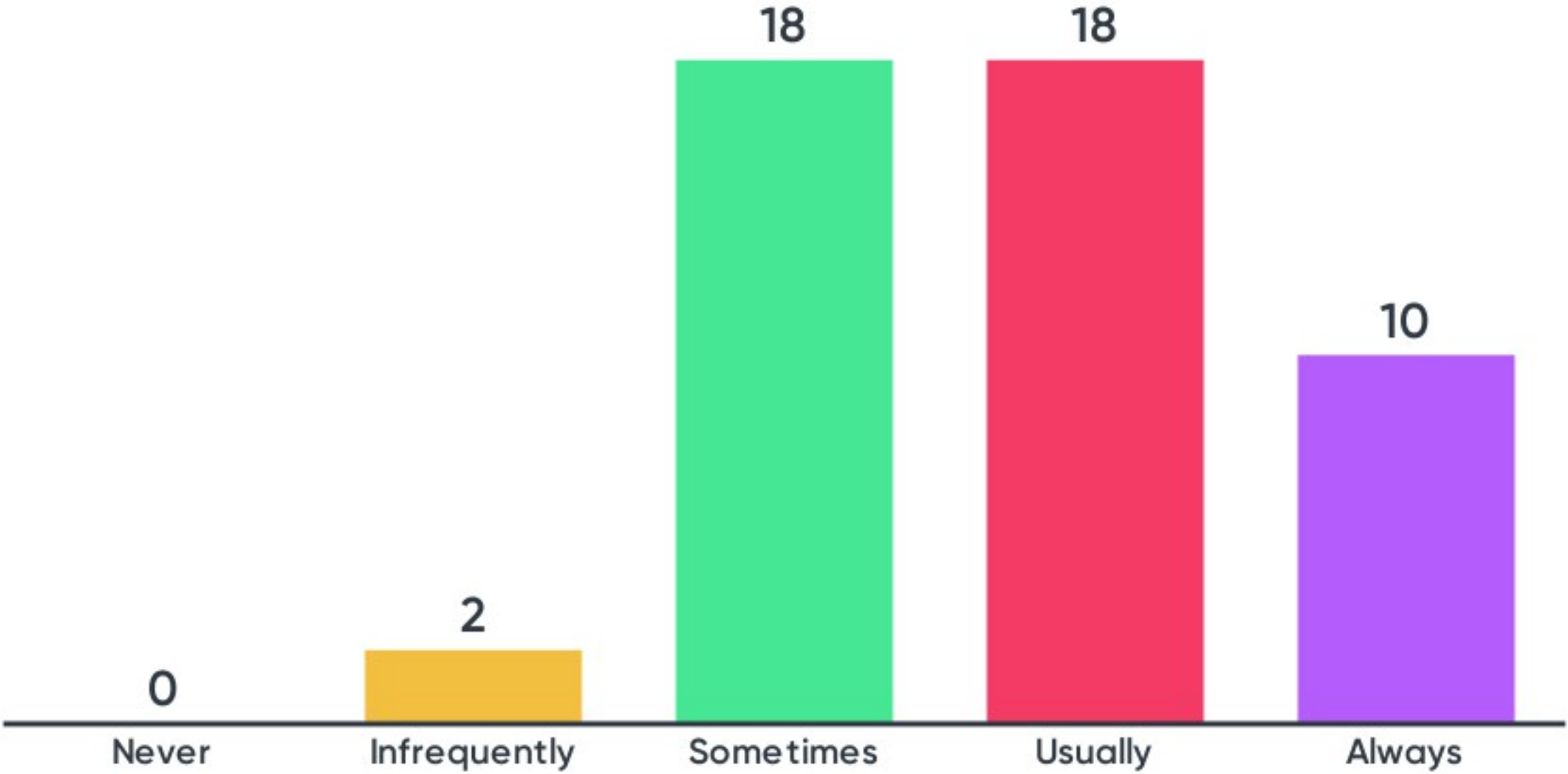
My organization follows up with customers.



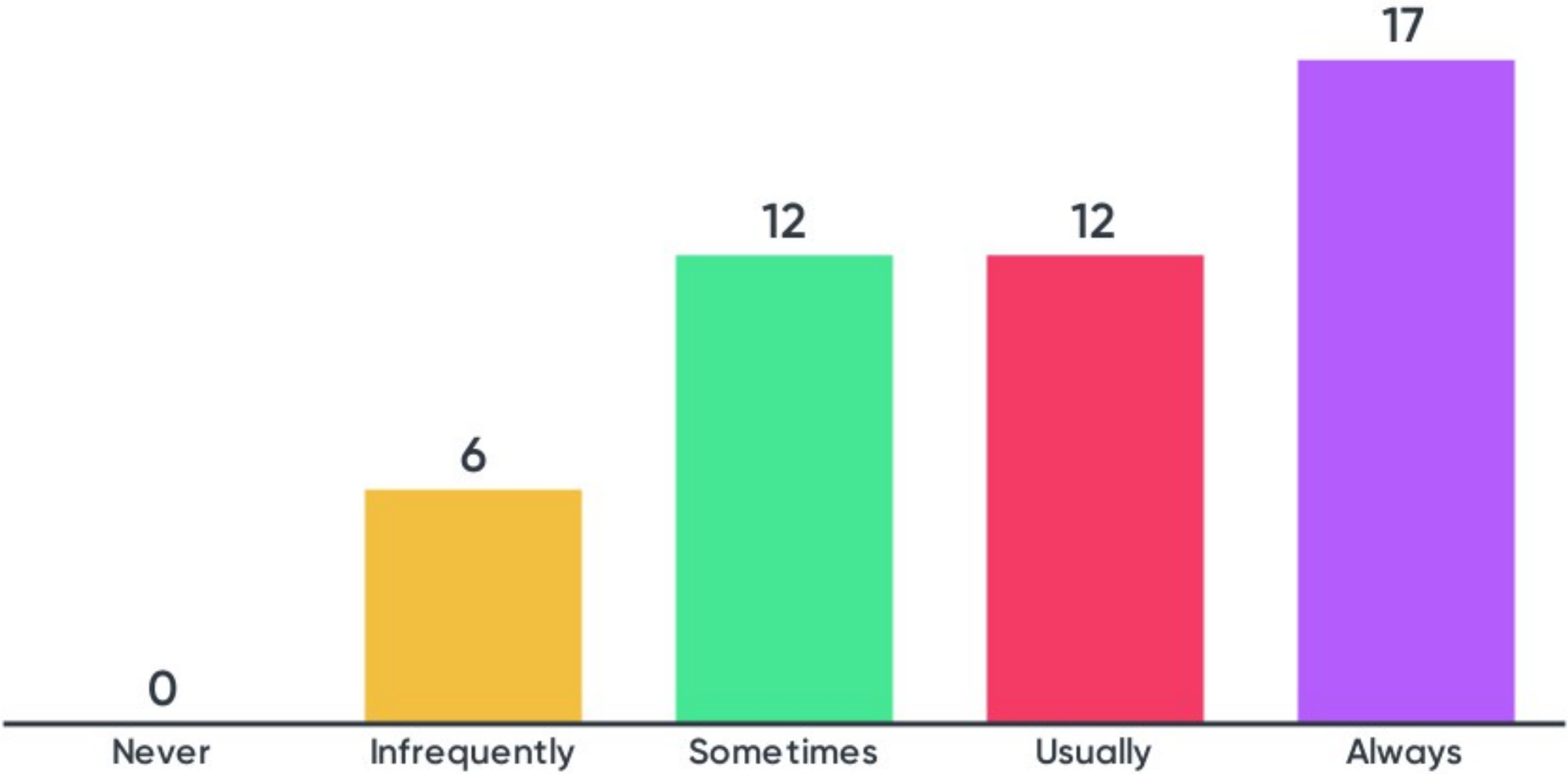
My organization follows up with dissatisfied customers.



Employees have the tools they need to provide outstanding customer service.



Employees know they have the authority to exceed customers' expectations.



Managers take customer service calls and resolve service calls.

