




# Customer Service Intelligence, Inc

Premier Service Since 1988!!

## CSI Program Pricing - RVDA Member Discount

Basic Programs:	Standards # Qs			Standard rate per customer	RVDA RATE per customer
	Open	Closed	Total		
Showroom Prospect (Lead Qualifier) 	4	1	5	\$7.60	\$7.30
Retail Show Prospect (Lead Qualifier) 	4	1	5	\$7.60	\$7.30
Website Prospect (Lead Qualifier) 	4	1	5	\$7.60	\$7.30
Service	3	1	4	\$6.80	\$6.50
Parts	3	1	4	\$6.80	\$6.50
Sales Delivery	4	1	5	\$7.60	\$7.30
2nd Sales	4	1	5	\$7.60	\$7.30
Email Survey Sent	3	1	4		\$1.00
Email Survey Completed	3	1	4		\$1.90
Email Announcement					\$1.00
Email Announcement Set Up/Program					\$100.00

### Special Programs:

### # of Questions

Custom

Your choice!

### Additional Questions:

### Additional charge:

Each additional close ended question:

\$0.80

Each additional open ended question:

\$1.40

### Additional fees

Start-Up Fee (One time lifetime):

\$490/program

**\$425 RVDA MEMBER Discount**

Data Dump Excel File Fee (optional)

\$100/program

Monthly Maintenance/Support Fee:

\$25/month

Employee Performance Report Fee:

\$25/month

Industry Benchmark Report Fee: (optional)

\$25/month

Price per call includes 6 attempts to contact customer and a PR message if after the 6th attempt the customer is still unreachable and all standard reports.

Start-Up Fee includes start-up kit, staff training, daily alerts, monthly reports, and ongoing EXCELLENT CUSTOMER SERVICE.



**Track.  
Measure.  
Manage.**

[www.tellcsi.com](http://www.tellcsi.com)

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