

Online Bonus



“Cool Head, Warm Heart”

OLIVER BONAS

OLIVER BONAS

JOIN US

SALE





WHEN DID YOU
LAST RECEIVE
CUSTOMER
SERVICE?



HOW DO YOU
KNOW WHEN
YOU'VE HAD
GREAT SERVICE?

WORK

HARD

PLAY

HARD

BE

KIND

- PERSONAL
- NON-TEMPLATED
- HUMAN



WORK
HARD

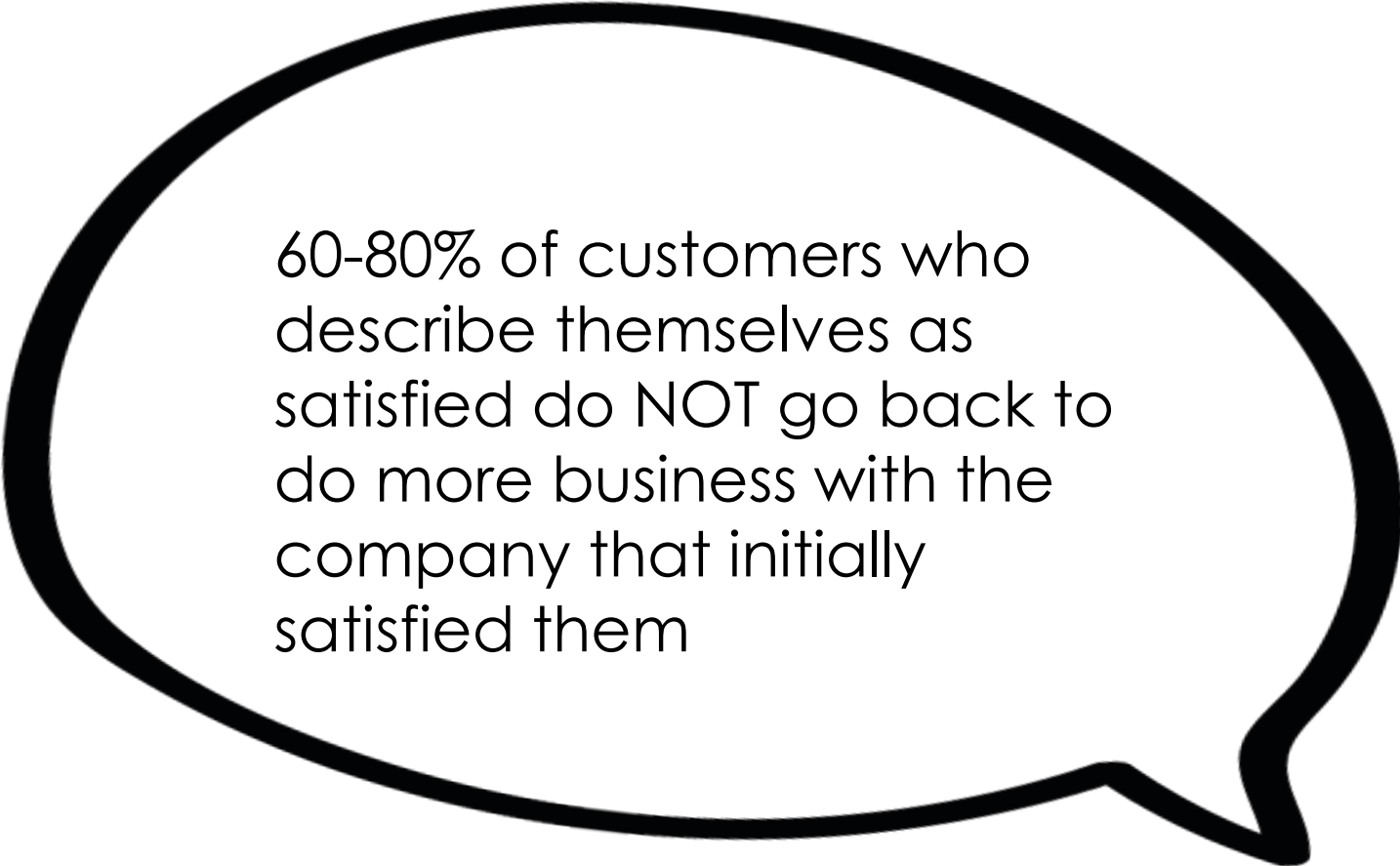


PLAY
HARD





BE
KIND



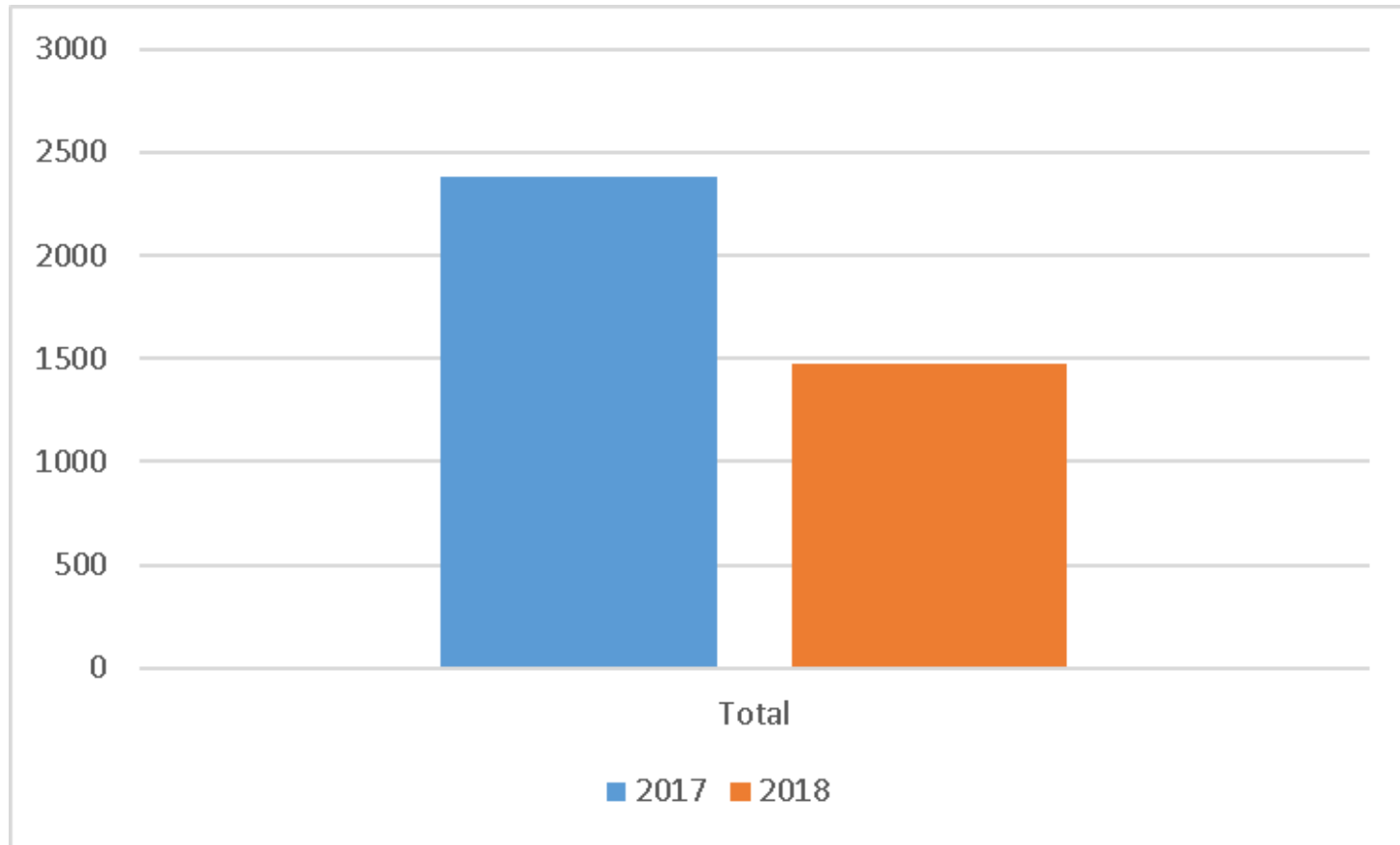
60-80% of customers who describe themselves as satisfied do NOT go back to do more business with the company that initially satisfied them

Source: Bain &

WHAT DO WE MEASURE?

- PROPORTION OF THE OVERALL TICKETS EACH ADVISOR FIXES EACH WEEK
- OUR AVERAGE FIRST REPLY TIMES

SEARCH VOLUME





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