

Customer Feedback Solutions

Your customers have a lot to say ...
... Are you **listening**?

- **RELIABILITY**
- **DEPENDABILITY**
- **CLIENT FOCUSED**
- **INTELLIGENT**
- **COST EFFECTIVE**
- **CUSTOMIZABLE**

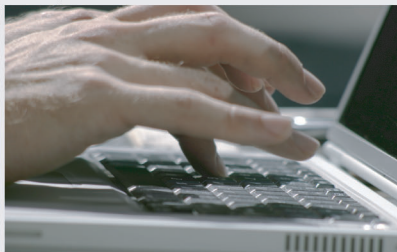
...just plain **COMMON SENSE**

Radio Gate is completely focused on providing customized and flexible Customer Feedback Solutions with Help Desk support. We work to create a comprehensive, strategic answer to providing you professional customer feedback. Radio Gate helps you every step of the way to include: system deployment, feedback record retention, 1-800 Help Desk Support and fulfillment of participant gift incentive programs.

Introducing Comprehensive Customer Feedback Solutions with 1-800 Help Desk Support for your products and services

Obtaining accurate customer feedback about your products and services is essential for your business to react to your customer needs and requirements.

Radio Gate has first hand experience developing custom product/service feedback systems: from IT development, to system launch, to 1-800 Help Desk support – Radio Gate provides a total solution that your organization can count on.



Our latest launch helps a leading pharmaceutical company obtain customer feedback for one of its popular medications.

Radio Gate provides 1-800 help desk support for both patients and internal sales reps. And for patients that don't have computer access, Radio Gate manages a postcard campaign that allows patients to send their feedback to our office via U.S. Mail and Radio Gate staff enters the data into the system for the patient.



- Get a chance to hear what your customers are thinking!
- Fine tune your marketing approach.
- Fine tune your product or service offering by incorporating what the customer wants.
- Perhaps identify sub markets for variants of your product or service offering.
- Provide a mechanism to answer simple customer questions via the Radio Gate 1-800 Help Desk – thus inexpensive customer support.
- You get your own dedicated 1-800 line and all calls are answered with your company greeting.
- Customers value support and feedback mechanisms and will choose a company's products or services because they exist.
- Increase your bottom line by reacting to your customers' needs.
- Use statistics from your feedback system to strengthen your marketing efforts.



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