



# Your Partner For Business Development Services



# TenPoint Complete Solutions

- Market Intelligence Surveys
- Post Experience Engagement- CSI/ NPS
- Scheduling Services
- Help Desk
- Marketing and Sales Consulting
- Digital Marketing SasS Platforms



# TenPoint Complete Infrastructure

- World Class platforms to Support our Services
- Contact Center Plain City (Columbus) Ohio, USA
- 75 seats all Live Agent work done on-site
- SSOT- Salesforce 
- Telephony- Five9 predictive dialer
- Multiple Integrations with automotive platforms



# Case Example 1- Market Intelligence Surveys

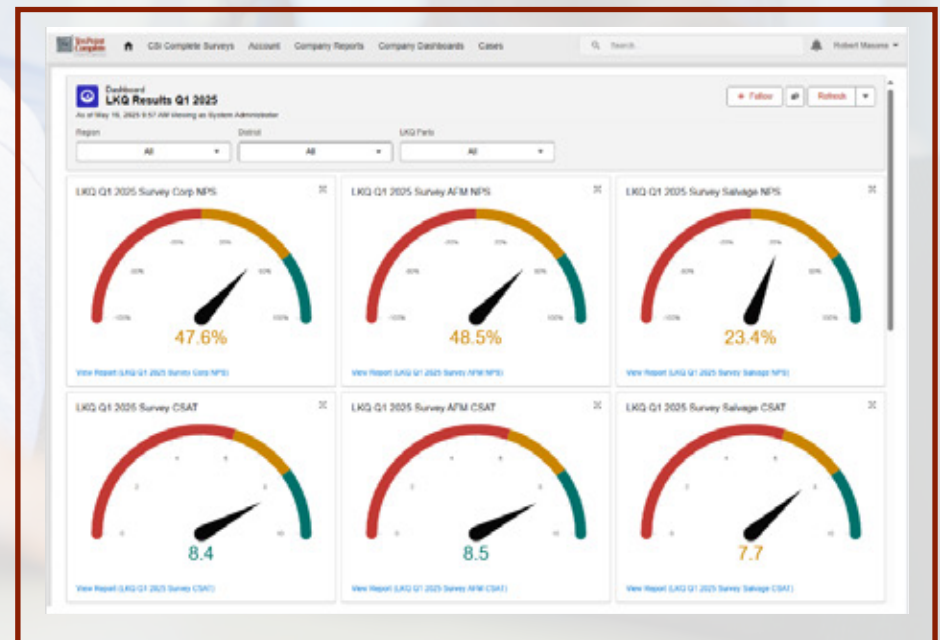
B2B Market Intelligence for a major international parts supplier

Live Agent and email survey 2,000 facilities bi-annually to measure

KPI's such as NPS, Delivery, Availability, Service and Pricing

## Actionability

- Easy to Interpret Results
- Process Improvement
- Employee Incentive Programs
- Status of Client Relationship

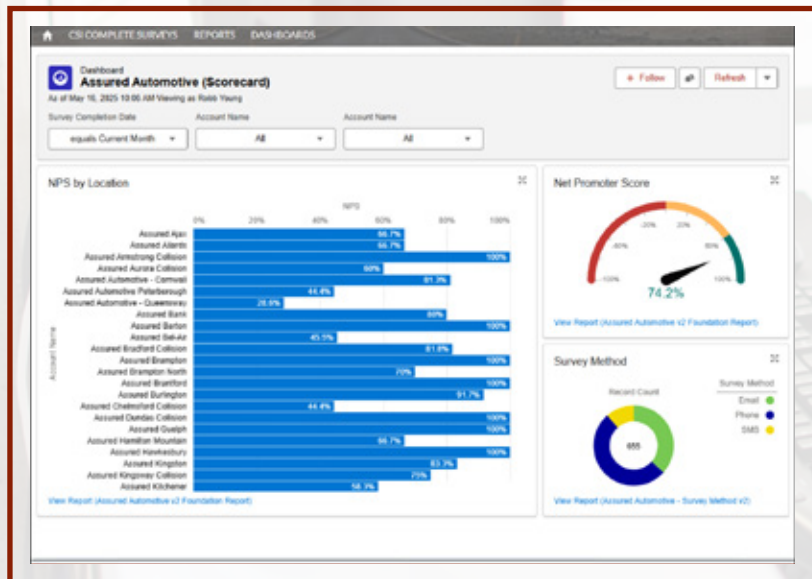


# Case Example 2 – Post Experience Engagement, CSI, NPS

For a large North American Multi-Location Retailer  
Engage customers via email, SMS and live agent to  
determine Experience Satisfaction

## Actionability

- Service Recovery
- Employee Recognition
- Multi-unit Performance Comparisons
- North Star Company KPI



# Case Example 3 – Scheduling

Contact potential customers in need of service to schedule

Follow up on leads from estimates to online digital engagements and forms.

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## Actionability

- Measure Month-over Month Sales Increases
- Measure Opportunity Engagement
- Measure Close Rates

# Case Example 4 – Help Desk | Triage Claims Processing

Light FNOL and claims triage

Servicing Insurance Companies

Allow Clients to adhere to their SLA's  
with Insurance Partners

## Actionability

- Adhere to SLA's with Major Clients
- Trusted Partner for Overflow Work



# Marketing and Sales Consulting and SaaS AutoVideoEngage Platform

Experts in leveraging video for superior Marketing and Sales outcomes SaaS platform can be private labeled, white labeled

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