



## eCSI

### Supercharge your CSI scores

Customer satisfaction is the grade your dealership lives by. It's the grade customers give their experience at your dealership. It's the grade the manufacturer uses as a core KPI measurement. In short, it's everything to your dealership.

### Address issues before they become problems

Improve customer satisfaction and increase dealer spiffs by identifying and combating potential issues with our lightning-quick eCSI interface. Your customers will receive an email survey shortly after they leave your dealership - allowing you to get their feedback quickly and giving you the chance to resolve any concerns before they're surveyed by the OEM.

### No Problems? No Problem!

Not only does eCSI alert you if customer concerns exist, DPS also makes sure that all your positive reviews aren't ignored. Each positive eCSI rating contains a link to your preferred review site, whether it is DealerRater.com, Edmunds, Yelp, or another site. This makes it easy for satisfied customers to spread the word about your excellent performance.

**For more information:** Call DPS at (800) 998-2910 or email [DPSSales.com](mailto:DPSSales.com)