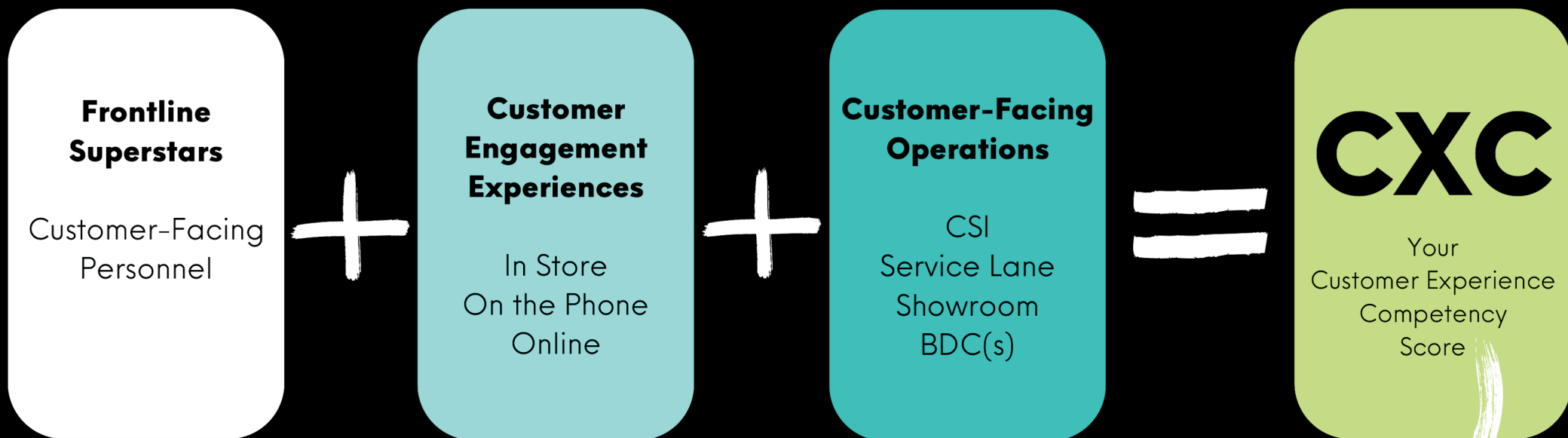


Because a great customer experience is more than a pretty smile at the front desk...



FIRST IMPRESSIONS

challenges norms by continuously monitoring and elevating your Dealership's:



HIGHER CXC SCORES =

**HIGHER RETENTION RATES
HIGHER CSI SCORES
HIGHER PROFIT MARGINS**

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CUSTOMER EXPERIENCE COMPETENCY SCORE

Out with the bland, in with the bold! Say goodbye to outdated methods and welcome a new era of customer experience.

Our exclusive scoring model continuously dissects hundreds of data points across your customer interactions (calls, digital, and in-person), delivering a comprehensive Customer Experience Competency Score (CXC). This score isn't just a metric - it reveals crucial insights into key opportunities for enhancing your customer experience, ensuring a seamless journey.

Exceptional customer experiences go beyond maximizing customer lifetime value - they secure referrals, provide a competitive edge, enhance brand reputation, and increase gross profit margins, all while boosting employee satisfaction.

OUR MISSION IS SIMPLE: WE PUT THE CUSTOMER FIRST - BECAUSE OTHERS DON'T.

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