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Recently, many organizations have established a follow-up satisfaction call as another listening post in their customer relationships. More elaborate than a card, but less involved than a comprehensive survey, the follow-up call is a personal, brief phone call that takes place shortly after a transaction.

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Customer Retention Over the next year, we will increase retention of profitable customers from our current rate of 50% to 65%. Goals should consist of factors that influence the satisfaction of your profitable customers.

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