

## retention.link®

- Powerful customer retention features
- Easy to use management screen
- Customisable setup avoids forced procedures
- Automated low and non attendance follow ups
- Automated assignment of customers to programs
- Automated appointment reminders
- Operates in conjunction with mem.link
- Operates in conjunction with class.link
- Operates in conjunction with facility.link for appointments



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## True retention features

So often sales staff are working only to replace the members lost through cancellation. If your customers are staying longer then you will make and save more dollars. Retention of clients will be improved by using the tools and processes available in retention.link. The customised setup allows you and your staff to decide how you manage your retention programs to suit your business.

Don't be concerned if you are not sure what can be done, or what needs to be done. Our training teams come from a very experienced background in sales and customer retention and will work with you to create the best solution. Prior to training a consultation is performed to ascertain your needs to ensure that the training is truly customised to your requirements.

## Easy to use Program management screens

So often because you need to run a report or gather information before you perform a task, it is too easy to push those tasks to the side. Imagine if your staff came into work and straight away they could log into their management screen and see the tasks they were required to do for the day. From follow up phone calls, appointment bookings, to non attendance SMS reminders, there will not be a reason for tasks to be forgotten or pushed to the side. You can even add your own task to the list, like ensuring the sales presentation area has been cleaned!

## Complete integration

Retention.link was truly designed to make your life easier. It doesn't create extra work for staff. When you sell a membership or book a student into a class, mem.link or class.link can automatically assign the customer to an appropriate follow up program, ensuring they never get lost in the system!

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CERTIFIED  
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