

Online Information / FreePint Award for Best Customer Service Team

Which online information vendors offer high quality customer service?



Efficient and receptive customer facing account teams can considerably enhance online information products. Some vendors offer superb customer service initiatives which deserve recognition, and others should be encouraged to follow their lead.

This is your chance to reward excellence by nominating the online information vendor who, in your opinion, has provided you with outstanding customer service. Please nominate your choice using the link below and choose from the list of exhibitors at Online Information 2005.

These are some of the questions that you should consider when rating customer service:

- Is the online service technically robust?
- Does it provide easy help and support that is available when required?
- How much support do you receive with implementation and training?
- Do vendors meet you halfway & offer licences to suit your organisation?

The winner will be announced at the Awards Dinner on Wednesday 30 November 2005. Previous winners are Factiva, Xrefer & STN Agency UK.

Make your nomination today at:
www.freepint.com/events/online-info-2005/

Thank you for taking part.
*Olivia Freeman, Award Judge
Trainer & Information Consultant*