

# WHAT DOES Aesop MEAN FOR YOU?

"Friendly, immediate service"

"Customer service has been much better than the last company we dealt with"

"I've never had to wait"

## CUSTOMER SATISFACTION

"Excellent! Very prompt, efficient, knowledgeable, etc."

"Your support is awesome"

"Y'all are great to work with"

placement  
reliance  
process  
advance  
development  
reliance  
ability  
gain  
development  
reliance  
ability  
effort  
reliance



**FRONTLINE**  
PLACEMENT • TECHNOLOGIES

## Customer Satisfaction.

At Frontline, we're proud of the service we provide to school districts using Aesop. But we're always trying to improve. So twice a year, we survey all our customers, requesting feedback on every aspect of the system. Here are excerpts from the Fall 2005 "Aesop Report Card"...

### 12. Customer Service - How were you treated when you needed help this year?

Did you receive competent, clear, and courteous help when you needed it? \*

|  | Number of Responses | Response Ratio |
|--|---------------------|----------------|
| Excellent - don't change a thing!                        | 202                 | 86%            |
| Good - I can't complain too much                         | 30                  | 13%            |
| Fair - many companies provide better support than you do | 4                   | 4%             |
| Poor - I would rather deal with the phone company        | 0                   | 0%             |

\*Actual results from Fall 2005 Aesop Customer Survey provided by Zoomerang.com

**A**esop is an automated substitute placement service for K-12 school districts. Unlike traditional "sub-calling" programs, Aesop is an integrated telephone and Internet system which is not installed at the school district. Instead, Frontline maintains and automatically updates the system while users simply log in via the Web or phone anytime, anywhere. Aesop saves countless hours of manual sub calling, while capturing rich streams of data for better employee absence management.

### Overall Satisfaction:

- "Because they always seem to have a smile on their faces when I call."
- "I have been very impressed from the beginning. Sales and presentation 1, Training 1, customer service 1, technical advice 1."
- "Always prompt with assistance and very patient with our district when we were way behind in setting up from our end."
- "You know why - Everyone is super in your Company. Can you package it and sell your service secrets to others? This would be a better world!"
- "Whenever we have called we have gotten quick and accurate help. Our area rep has called us to check on how we were doing and offered extra help when our person using it left."
- "I like the integration with the product. Works great for me."
- "I always use the Help button on the site and have always found all the techs to be extremely helpful in explaining to me what went wrong and how to fix the problem."

### Customer Service:

- "They will bend over backwards to help and will stay with you until the problem is solved."
- "Customer Support is always an area that I promote when speaking with other districts about your product and services."
- "You have the BEST staff in the world !!! They are always there to help, no matter how small the question is."
- "Always there and know the answer and can fix the problem."
- "The online help is wonderful. I have always had every question answered immediately. Every phone call has been answered in a timely, friendly manner."
- "I have always had my concern answered quickly. Customer service has done mass changes for me that would have taken me longer to do."
- "Always GREAT customer service both on live chat (which I use most often), email and by phone."

If you're not getting consistently excellent service from your vendor of automated substitute placement, maybe it's time you looked at Aesop. In the challenging world of school district HR, you need partners who offer help, not headaches!

Visit [www.frontlineplacement.com/aesop](http://www.frontlineplacement.com/aesop) or call 610-722-9745 for more information.

