

Fishbowl proudly announces a new department with total customer satisfaction as goal.

June 4, 2009 (Orem, UT) - - Following our groundbreaking launch of the industry's best satisfaction guarantee, Fishbowl is proud to announce the launch of our new Customer Service Team (CST). This new department was formed to provide our customers with the highest level of customer service possible - one where every customer knows they have a single and personal point of contact at Fishbowl that will ensure their long-term satisfaction.

CST – High-touch, customer-centric support

Every Fishbowl customer will be assigned a permanent account representative to step in and ensure that our customers get the help they need, when they need it. This assignment will be made at the point a prospect purchases Fishbowl Inventory, and the account rep will start working with that customer immediately to ensure that their experience with both the software and our company goes as smoothly as possible.

“In creating this new team, we looked inside our company to find the most talented and skilled employees to fill these positions. We wanted employees with a proven track record of resolving customer concerns and a solid understanding of our software and operations,” stated Dave Williams, Fishbowl CEO. “We wanted our customers to know that their assigned customer service rep was experienced, cream-of-the-crop, and empowered to help them with any issue they have.”

These account representatives are not the same people who do training and support, but are a dedicated resource that will be available to help customers with any issues they may have. In addition to navigating support or service issues, they will also work directly with customers to keep them aware of software upgrades at their lowest prices. An account rep will also be able to take orders for additional user licenses, hardware, and any further training needs a customer might have. If a customer has any concerns or needs, they should contact their assigned account rep for immediate assistance.

To talk with your account representative, call 800-774-7085 ext. 7. If you don't know who your account rep is yet, please feel free to call the Customer Service Team and request your customer service representative's name. The Customer Service Team is available from 6:00 am to 5:00 pm MT, Mondays through Fridays.