

The Call Centre edition of FSA Tracker™ is designed to be used by companies wishing to sell insurance products remotely via the telephone as a replacement to point of sale, whether you are a motor dealer or a dedicated call centre, this is for you! With record fines being handed out by the FSA to a number of companies, it is vital that customer contacts for the sale of any regulated products are made in a compliant way.

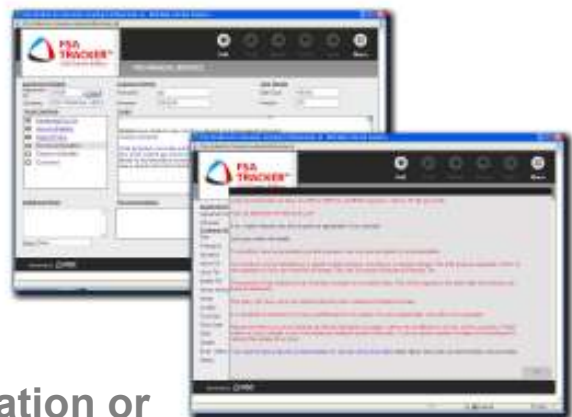


In Summary

- ❖ A web based system that needs nothing more than an internet connection to use
- ❖ A system that is scalable to suit any size of operation from a single dealership or call centre to a national group of companies
- ❖ A system that is bespoke to your business and the products that you sell, managing your entire day-to-day FSA sales process
- ❖ A system that can integrate electronically with your insurance suppliers and other systems
- ❖ A system that lays down a formal sales procedure including configurable scripts and demands & needs questions
- ❖ A system with flexibility that allows it to be tailored to your exact requirements, both in terms of products and pricing, through to customer fulfilment documentation
- ❖ A system that not only ensures FSA compliance, but also maximises your insurance sales income

Key Features

- Unlimited users
- A bespoke system tailored to suit your business
- Configurable sales scripts
- Configurable demands & needs questions
- Automated system quotations & recommendations
- Flexible data transfer
- Can be used in conjunction with FSA Tracker showroom edition
- Access to online competency training module
- Links with other systems
- Produces FSA pack & all insurance fulfilment documents & certificates
- Tailored & branded system to suit your business
- Automated monthly FSA audit tool
- Full reporting suite
- Classroom & online training & support



For a full no obligation demonstration or to simply talk through your FSA requirements, call us now on 0871 989 9859 or email us at info@fisconline.co.uk

Complete Flexibility To Suit Your Business

- ❖ It gives you the flexibility to set the system up in a way that that best suits your business; with all scripts, demands and needs questions, product quotations and pricing, fully bespoke to your business
- ❖ It takes all the inconsistencies out of the sales process, with the system rather than the advisor making product recommendations ensuring that consistent advice is given all the time, an essential part of being able to demonstrate that you are Treating Customers Fairly.
- ❖ Different modes of the system can be operated at different locations, or within different divisions or sections of your business, ensuring that the system is tailored exactly to your requirements, and is scaleable to any size of operation.
- ❖ Every customer contact is recorded in detail as the advisor works through it with the customer, ensuring that any questions or disputes that may arise in the future, can be instantly resolved as the information can be retrieved by the simple click of a button.
- ❖ Management information is only ever a click away, whether it's to monitor product sales, conversions, profitability, or to check on a advisors or team performance
- ❖ The FSA Tracker™ Call Centre Edition is the ideal tool to use, allowing customised scripting, demands & needs, automatic recommendations and quotation, customer fulfilment and data transfer all in one simple powerful package.

FSA Tracker™ Call Centre Edition Will:

- Give You A Defined Sales Track, Recording:
 - Customer Details
 - Status Disclosure
 - Demands & Needs
 - Product Recommendations
 - Price Disclosure
 - Policy Summary
 - Product Profitability
- Print A Full Customer FSA & Fulfilment Pack
- Give A Complete Suite Of Sales Reports
- Give A Complete Suite Of Compliance Reports
- Print All Documents And Insurance Certificates
- Allow You To Fully Bespoke To Your Company ID
- Allows data transfer to and from other systems
- Give You On-Line Competency Training On Demand
- Record & Monitor All Staff Training



Why not contact us for a full no obligation demonstration or a simple chat about your FSA requirements, do it now on 0871 989 9859 or email us at info@fisconline.co.uk