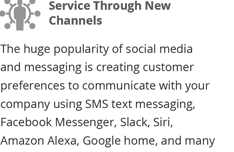
Feedback on brochure v2

11-6-17



**Capitalize Home of Google Home.**



**In the bottom URL do not capitalize any letters and delete the duplicate .net**



**Do not change the font and color in the word forward**



**Do not all cap the first three words**



**This is the bottom of the first page. Do not capitalize any letters in the URL.**



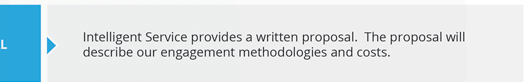
**Add A on telephone call. A telephone call….(Note to no longer capitalize the t in telephone)**

**Add An on email. An email with…(Note to no longer capitalize the e in email.)**

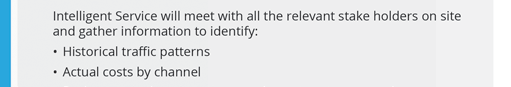
**Add A on webchat with… (Note to no longer capitalize the W in webchat.)**



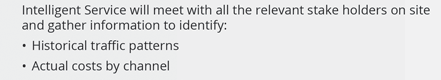
**Make the font size much larger in “ENGAGMENT MODEL”**



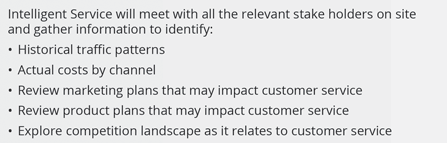
**Change this text to:** Intelligent Service provides a written proposal that describes our engagement methodology, costs, and report content.



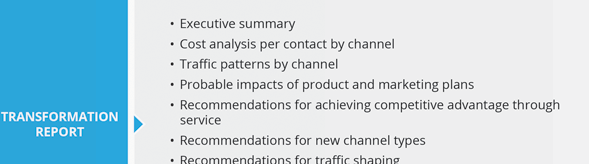
**Change the first sentence to this:** Intelligent Service will meet with all the stakeholders to identify:



**Change the second bullet point to:** Actual costs of services per channel



**In the last bullet point above, change it to:** Explore the competitive landscape as it relates to customer service.



**In the second bullet point, change it to:** Cost analysis by channel