**Sales letter**

Dear (prospect)

It was a pleasure seeing you at our booth at the Call Center ’98 Expo in Dallas. At Scopus, we deliver high-performance call center solutions that supply your customer service and sales teams with a comprehensive view of your customer relationships at all times. Scopus Customer Care Software enables everyone in your organization who touches the customer to be more efficient and effective, helping you reduce your costs, maximize your opportunities and turn your call center into a source of revenue. Best of all, our software will greatly enhance customer satisfaction and customer retention – and keep your company a step ahead of the competition.

We hope you had the chance to see one of our Scopus Overview presentations. Perhaps you had an opportunity to participate in an interactive demonstration of our core applications, SalesTEAM and SupportTEAM, or one of our vertical applications for financial services or communications industries?

Scopus not only has great products, we have experience in providing effective solutions for companies like yours. Since 1991, we’ve been helping enterprises win and keep customers. Scopus’ customer list includes well-known organizations such as: Bank of America, GTE, Hewlett Packard, Bank of Indonesia, Boeing, Dell Computer, Fidelity Investments, LA Cellular, Fleet Bank, Ford Motor Co., NTT, Packard Bell, VISA and Volvo.

We understand that your time at the show was limited and that you may not have gotten the in-depth information you needed about the integrated suite of Scopus applications. If so, please feel free to give us a call at 1 (888) 200-2971 or send us an email to www.scopus.com. We’ll be happy to discuss our products with you in detail or send you a package of materials on the specific area of your interest.

We hope to hear from you. Again, thanks for stopping by our booth. Scopus wishes you and your company great success in the future.

Best Regards,

The Scopus Team