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PRESS RELEASE

RedHorse Systems Sponsors “Customer Service Ticketing” Educational Webinar

This week’s topic, titled “Tickets Please . . . Customer Service Ticketing,” presented by Eric Turnipseed of The Automation Station, is an online learning event intended to show how small business owners and operators can turn customer service into a strength, increasing revenue and profit. The webinar addresses basic issues which cause breakdowns in customer service.

La Quinta, CA, May 21, 2012:

How to deliver stellar Customer Service

In its continuing program to help customers, RedHorse Systems is sponsoring Educational Webinars, with each webinar covering a single business builder topic. This week's topic, titled “Tickets Please . . . Customer Service Ticketing,” presented by Eric Turnipseed of The Automation Station, is an online learning event intended to show how small business owners and operators can turn customer service into a strength, increasing revenue and profit. The webinar addresses basic issues which cause breakdowns in customer service.

“Customer service is more important today than ever before,” said Connie Koch, founder of RedHorse Systems. “Knowing the right actions to take and when to take them is a good beginning, and RedHorse CRM helps small businesses to automatically choose the right course.” The information being presented is of a practical nature, intended for business owners. Non-experts should have no difficulty understanding it or using it.

The initial training session is by invitation only, but there will be an opportunity for the general public to attend training at a later time. The session is expected to take 45 minutes. More Webinar details can be found at <http://www.redhorsesystems.com/businessbuilder>.

To find out more about RedHorse Systems and its products, call the company at (888) 831-9012 or visit <http://www.redhorsesystems.com>. RedHorse CRM is sold through a network of dedicated Value-Added-Resellers who configure the software to match each client's business processes.

FOR RELEASE 9 A.M. PST, MAY 21, 2012

MORE

About RedHorse Systems Inc.

RedHorse Systems is the developer of affordable small and medium sized business (SMB) software. RedHorse CRM integrates closely with Microsoft® Outlook®, Intuit® QuickBooks® and Google to create a complete business system which contains within it the abilities to do quoting and proposals, automatic bookings, work tickets, and project management, as well as marketing campaigns which include lead tracking. CRM information can be synced to mobile devices.

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