**Relationship Managers POV & HMV Statements**

* We met… a relationship manager who was unable to access information important about her client and ended up losing the sale.
* We were surprised to see… that he had no system to that would display the information of the customer she was speaking to.
* We pondered if… having such system would help relationship managers better assist their customers and make more sales.
* It would be innovative to... create a system that would display customer information and create a guide script for the RM.

**How Might We create a system that will retrieve and display customer details when making outbound calls to make a relationship managers job easier.**