## Cyanamid Relocates Ag Products Telesales Office

WAYNE, N.J. - The Tele-Sales Department of Cyanamid's Agricultural Products Division has been relocated to Des Moines, Iowa, it was announced by the company here.

This location places the Tele-Sales Operation closer to its customers and to Cyanamid's Midwest regional office, which is also located in Des Moines.

In addition, the TeleSales Operation has been reorganized and staff size has been expanded to better service Cyanamid's more than 200 Associate AgriCenter™

According to Bill Griffith, vice president, agricultural products division, "Quality customer service is an integral part of all our

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4WD, 351, Auto, full size, \$2500 York Co (717)

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operations. The relocation and reorganization of the TeleSales Operation supports and strengthens this commitment."

Cyanamid markets its products to more than 2,500 AgriCenters nationwide. Prior to the reorganization, the TeleSales Department supported the field sales representatives, who in turn serviced all the AgriCenters.

According to Leon Troutman,

manager of the TeleSales Department, "Cyanamid took a look at the entire AgriCenter support network and realized that our field sales force couldn't adequately service all the 2,500 dealers for the long term. We identified Associate AgriCenters, which had specialized needs, and developed a new support network including the TeleSales account representatives, to better service them."

As part of the new support network, the TeleSales associates are given extensive training in servicing the technical and business needs of the Associate AgriCenters.

"In addition," said Troutman, "the expanded operation will enable us to return telephone inquiries within one hour, and follow up faster and more efficiently. In addition, the knowledge and experience gained by the Tele-Sales associates in these positions will better prepare them when they are eventually reassigned as field sales representatives.'

For more information, contact American Cyanamid Company, TeleSales Operation, 4900 University Avenue, Suite 202, West Des Moines, IA 50266, (800) 942-0500.

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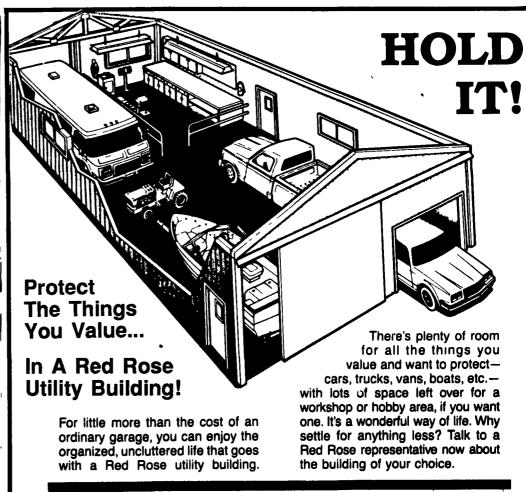
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