

# SASSIE EXCEED

Exceed the boundaries of mystery shopping



**Why limit your services to mystery shopping when you already have SASSIE EXCEED at your fingertips? Make yourself indispensable to current clients... AND be ready to land new clients in new markets!**

## Customer Satisfaction Polling

EXCEED the scope of conventional mystery shopping! Compare "left and right brain" insights into your client's performance and give your client the full picture!

**Objective** "Left Brain" Mystery Shopping – Measurements of employee performance vs corporate standards.

### **Subjective** "Right Brain"

Customer Satisfaction Polling – Feedback from actual customers through :

- Web Surveys (ICR)
- Phone Surveys (IVR)
- Cell Phone Text Surveys (SMS)



## Audits

EXCEED the efficiency of conventional audits with Exceed Audits!

- Brand Audits: Enforce corporate standards
- Legal Audits: Send instant alerts when violations are detected
- Price Audits: Ensure competitive pricing
- Merchandising Audits: Be your client's eyes with point-of-purchase observations

## P.R.I.S.M. performance reviews

EXCEED expectations for staff reviews with P.R.I.S.M.! Combine 4 kinds of reviews to reveal the "full-color spectrum" of staff performance.



## E-Forms

EXCEEDingly practical, E-Forms automate form collection and reporting - and it's web phone compatible!

- Site Checks
- Time & Expense Reports
- Inventory counts
- And more - if it's on paper, it should be on E-Forms!



E-Forms

## Also:

**VocaZilla** – Record phone calls (no special equipment needed)



**TestCaster** – Automated testing/certification system (used by the MSPA Shopper Certification program!)

