

"What are you doing with Mobile?"

SASSIE Mobile: Book 1 in the Tough Questions series



Do your surveys work on mobile devices?

Can I view reporting on a mobile device?

Can my managers do store audits on a mobile device?

**TOUGH QUESTIONS.
TOUGHER SYSTEM.**



**Presto Mobile C-SAT • Presto Insta-Shops • SASSIE Mobile • Mobile C-SAT (Kiosk) •
Shop Notifier • GeoVerify • iPad Dashboards**

"Will our surveys work on Mobile Devices?"

We have 4 survey systems for entering data on mobile devices, each focused on a specific purpose

1 Presto C-SAT

Presto Mobile Surveys

Presto Mobile Surveys is our most advanced mobile survey system, a platform specifically designed for the optimum mobile experience.

Presto can work independently or in conjunction with SASSIE:

1. PRESTO C-SAT: Get customer satisfaction surveys up in 10 minutes! Incredibly easy setup and flat per-location pricing allows for affordable high-volume customer satisfaction programs in no time.



a

b



c



Here's how it works

- Build Your Own survey online in 10 minutes
- Send your survey to your patients by email ...or let them load your survey on their phone by scanning a sign in your office
- View the results online!

- ✓ C-SAT / Kiosk / ICR
- ✓ Fully Mobile Optimized Surveys
 - ✓ Photo Upload
 - ✓ iOS, Android, Laptop



a

2 Presto INSTA-SHOPS

Presto Insta-Shops

Presto Insta-Shops: A faster, leaner, mobile-centric version of mystery shopping. If you don't need all the bells and whistles of conventional mystery shopping, Insta-Shops gets you more data points for lower cost.



b

c



d



e



Here's how it works

- Create your survey
- Upload your locations to have them displayed on a map
- Nearby shoppers instantly accept & complete shops on their mobile device
- You approve the shop and results are available immediately
- Shoppers get paid by the next day

- ✓ Mystery Shops
- ✓ Fully Mobile Optimized Surveys
 - ✓ Photo Upload
 - ✓ iOS, Android, Laptop

3 SASSIE MOBILE

SASSIE Mobile

SASSIE Mobile puts your SASSIE surveys on shopper's iPhone and makes it available for offline data entry. Once they get back online, they can upload the data back up to SASSIE. It even works with RuleZ (advanced programmable forms with validation, cross-checking, intelligent auto-data entry.

- ✓ Mystery Shops
 - ✓ RuleZ
 - ✓ Offline
 - ✓ iOS



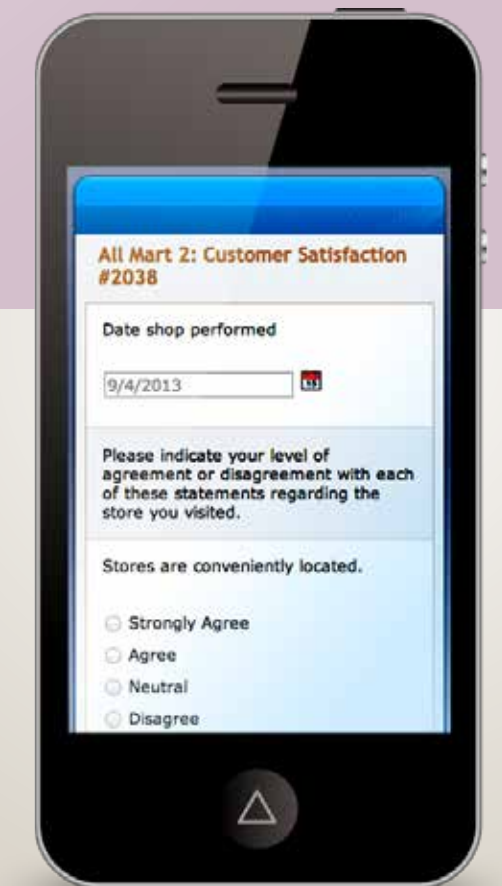
Coming Soon!

4 SASSIE

Mobile Kiosk Mode

Mobile Kiosk Mode is recommended for customer satisfaction/kiosk surveys that will most likely be filled out on mobile devices. Turn on Mobile Kiosk Mode and a stock SASSIE survey can detect a mobile browser and automatically transform itself into a mobile-optimized survey.

- ✓ C-SAT
- ✓ Mobile Optimized Surveys
 - ✓ Photo Upload
 - ✓ iOS, Android, Laptop



"Can shoppers fill out our surveys offline?"

"Can shoppers find our shops using mobile devices?"



Shop Notifier

Shop Notifier sends shop offers directly to shoppers' mobile devices. An alternative/ addition to slow, unreliable, often ignored email, Shop Notifier works directly with the SASSIE Autoscheduler system to get your shops filled with no extra effort needed from schedulers.



SASSIE Mobile

SASSIE Mobile puts your SASSIE shops on shopper iPhones and iPads and makes those surveys available for offline data entry. Once they get back online, they can upload the data back up to SASSIE. It even works with RuleZ (advanced programmable forms with validation, cross-checking, intelligent auto-data entry



Coming Soon!



Presto Insta-Shops

Presto Insta-Shops displays all shops near the shopper's current position (or an address entered by the shopper). Presto even displays directions to any nearby shop!



SASSIE Maps

SASSIE Maps makes our Shopper Job Board mobile interactive — Shoppers can visually locate nearby shops and apply for shops on their mobile device.

"Can my managers do store audits on a mobile device?"

"Can you do mobile exit interviews?"



SASSIE Mobile

SASSIE Mobile is a great option for audits that need to be scheduled in advance, completed offline and need RuleZ.



ID	Location	Status	Date
#3250	Service Centers - Strategic Locations	Completed	
#3251	Service Centers - Strategic Locations	Completed	
#3252	Service Centers - Strategic Locations	Completed	
#3253	Service Centers - Strategic Locations	Completed	
#3254	Service Centers - Strategic Locations	Completed	
#3255	Service Centers - Strategic Locations	Completed	
#3256	Service Centers - Strategic Locations	Completed	
#3257	Service Centers - Strategic Locations	Completed	

Coming Soon!



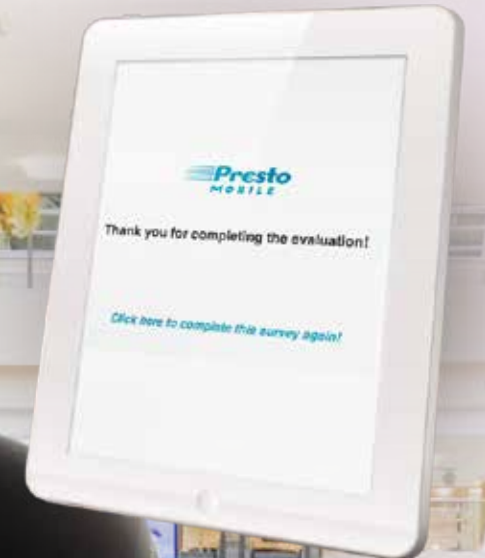
Presto C-SAT

Presto C-SAT is ideal for on-the-fly store audits that can be completed by devices with an active internet connection. Photo uploading is also supported!



Presto C-SAT

Presto C-SAT has a "Rapid Reload" mode that makes it incredibly easy for exit interviewers to load up the next survey.



"Can I view reporting on a mobile device?"

"Can you deliver top level results to our mobile devices?"

Chameleon Dashboards

Our Chameleon Dashboards for iPad app lets your managers view their key metrics right on their iPads instantly.

Theme Commander

Theme Commander makes the SASSIE Reporting Suite easy to navigate on a mobile device.

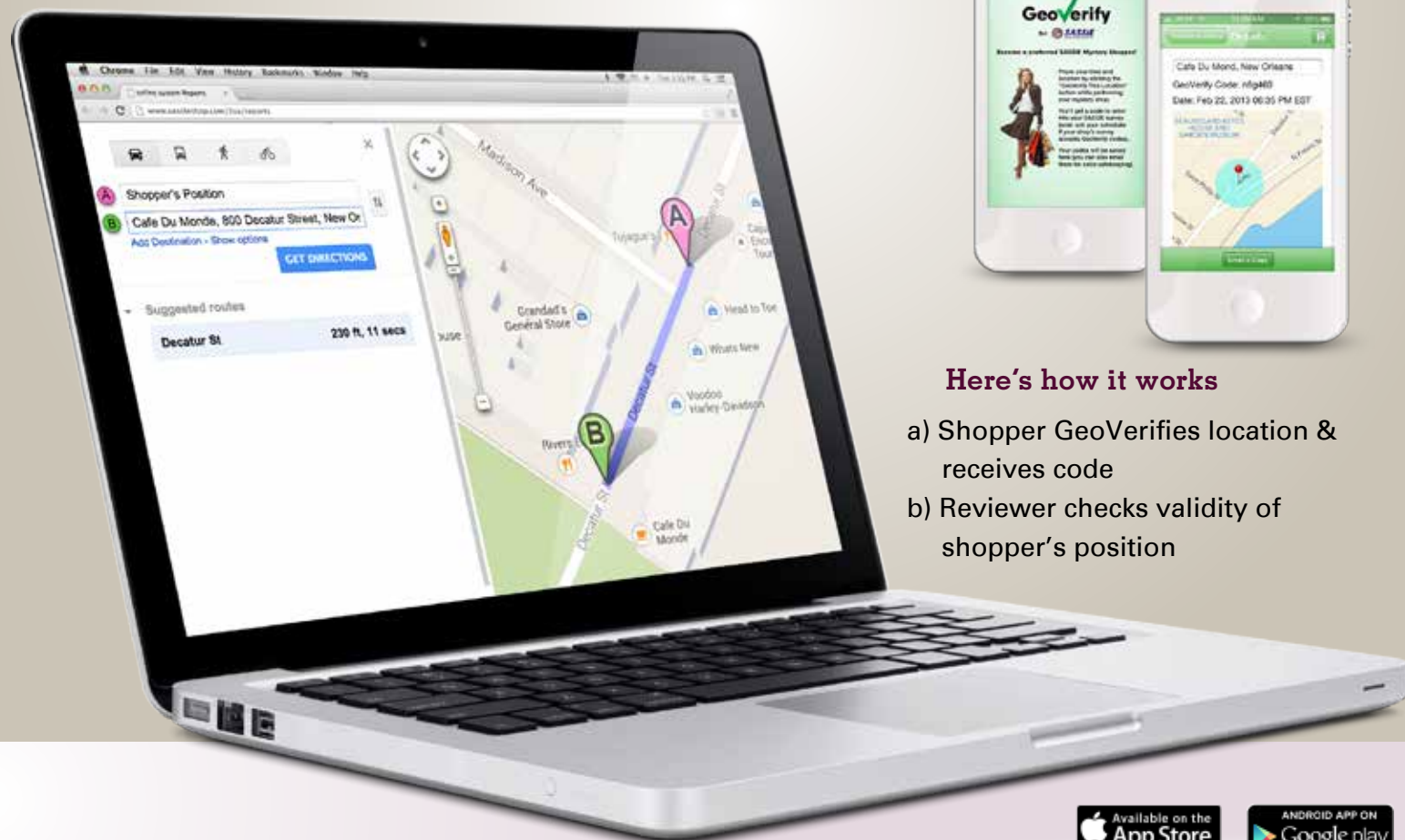


"Does your system use GPS to verify that shoppers visited the shop location?"

"Can your system handle picture uploads from a mobile device?"

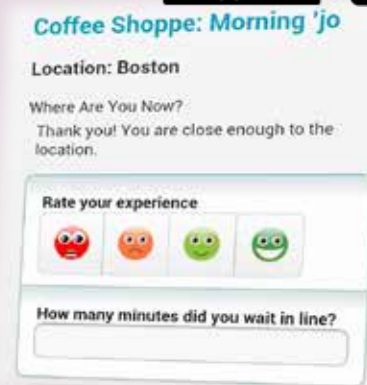
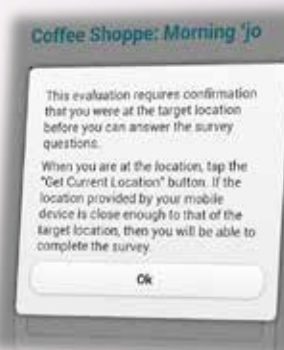
GeoVerify

GeoVerify utilizes smartphone GPS and/or cell phone tower triangulation to verify a shopper's location and time while their shop is being performed.



Here's how it works

- a) Shopper GeoVerifies location & receives code
- b) Reviewer checks validity of shopper's position



Must Be Nearby Mode

Must Be Nearby Mode on Presto C-SAT & Presto Insta-Shops makes shoppers verify that they're at the location to unlock the survey.

Presto

Presto C-SAT and Presto Insta-Shops are optimized for mobile photo uploading.

Mobile Kiosk Mode

Mobile Kiosk Mode also supports photo uploading for SASSIE surveys.



SASSIE Mobile: Book 1 in the Tough Questions series

Mobile Mystery Shopping

- ✓ SASSIE Mobile
- ✓ Presto Insta-Shops

Mobile Customer Sat Surveys

- ✓ Mobile Kiosk Mode
- ✓ Presto C-SAT

Offline Surveys

- ✓ SASSIE Mobile

Mobile Surveys with RuleZ (programmable form behaviors)

- ✓ SASSIE Mobile

Mobile Exit Interviews

- ✓ Presto C-SAT

Mobile Audit

- ✓ Presto C-SAT
- ✓ SASSIE Mobile

Mobile Dashboard Reporting

- ✓ Chameleon Dashboard app (iPad)

Verify Shopper Location

- ✓ GeoVerify app (iOS and Android)

Send Shop Offers to Shopper Mobile Phones

- ✓ Shop Notifier app (iOS and Android)

FACT: There are over 3 million SASSIE shoppers with over 9.4 million accounts across the entire SASSIE platform

- ✦ SASSIE is the true industry leader. One of the rare times where the BIGGEST is also the BADDEST ... and the BEST.
— *Josh Stern, Reality Based Group*
- ✦ We are in the mystery shopping business, not the software business. Ten years ago, our move from developing our own internal software to the SASSIE platform freed us to focus on our core business: expert execution of complex mystery shopping programs. The move gave us the flexibility to custom build programs exactly as clients wanted them, in hours or days, not weeks.
— *Elaine Buxton, CEO, Confero Inc*
- ✦ SurfMerchants and the comprehensive yet flexible SASSIE system helped us win our largest client to date! We were thrilled with Lily and her team- not only did they work around the clock to customize a look for our potential client, Lily also flew in to present with us in person. We could not be happier with the support we have received from Surf Merchants!
— *Lise D'Andrea, President and CEO, Customer Service Experts, Inc.*
- ✦ SurfMerchants earns a 10/10 ranking on mobile development. They are actually developing tools in SASSIE and Presto so quickly it's a challenge to keep up with them!
— *Marci Bikshorn, Service Excellence Group*
- ✦ SASSIE's various technologies help us to win tenders. Their manager account levels make it easier to manage data and their testing system helps us do things faster and easier.
— *Denis Repida, RADIX & PARTNERS Russia*

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TOUGHER SYSTEM.**



www.sassieshop.com

info@sassieshop.com

SurfMerchants 41 West Street Fl5 Boston MA 02111

617-292-8008