

"What's so awesome about your Reporting?"

SASSIE Reporting: Book 4 in the Tough Questions series



How can I get my managers to look at our reports?

How can I configure my reports?

Can I have a custom web portal for our reports?

**TOUGH QUESTIONS.
TOUGHER SYSTEM.**



**Chameleon Shop Views • Chameleon Dashboards • Theme Commander • Aggregate Reporting •
Trending Reports • Graphical Report • Instant Email Notification • Multiple Program Comparison**

“What kind of looks are available?”

“How long does it take to set up?”

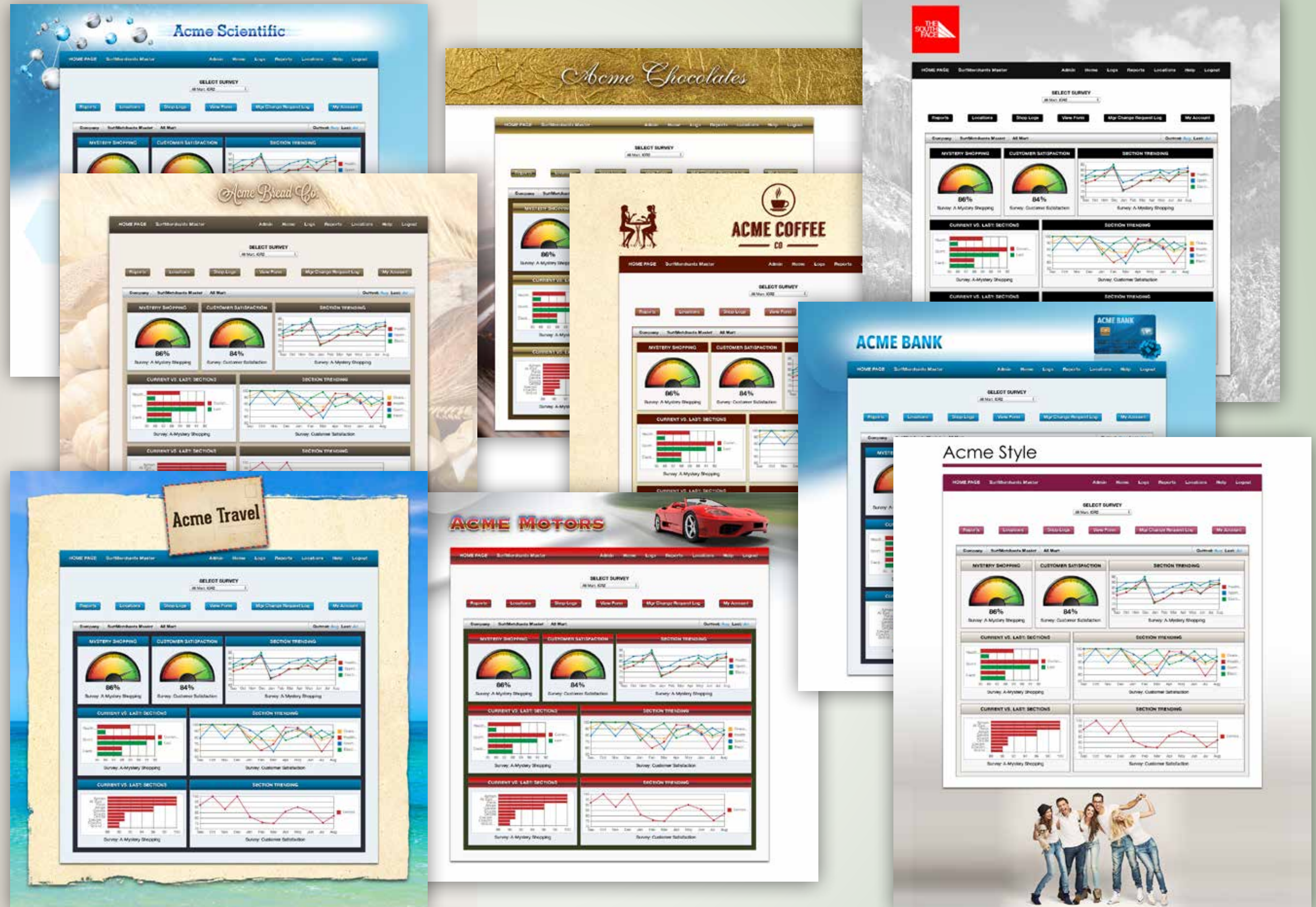
Create a look that’s definitively YOURS from any images, color schemes, fonts and backgrounds of your choosing.

“How long does it take to change?”

Pick a new theme, change your charts or graphs, update your logo - in minutes!

“Can I embed login fields right on my website?”

The login fields can be embedded directly on your website for seamless content delivery



"Where can these looks be applied?"

"What parts of the system can look this way?"

Shop views, dashboard, any report in the system, kiosk shops that are viewed by real customers can all have their looks adjusted

"Can each of my programs look different?"

Swap widgets and themes to get a distinctive look for any of your programs



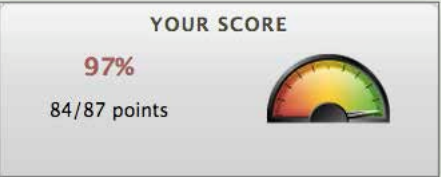
“How can my location managers get the information I want them to have?”

“How can my higher level manager quickly get an overview of the program?”

“How can I ...

...tell how I’m doing overall?”

Graphically illustrate overall score with heat mapping.



S01 Your Score Widget

...see how my results are improving over time”

Use trending widgets to see how results are trending up or down.



Se03 Sectional Change Widget

...see how we’re doing in our Key Performance Indicators”

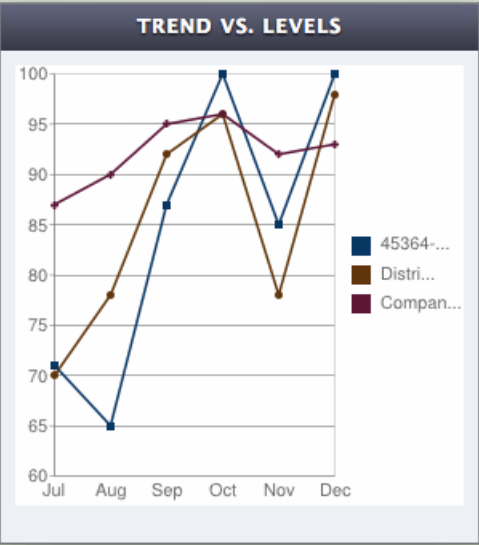
Highlights scoring and answer data from the most critical questions.



Q01 Key Question Widget

...see how my results compare to the rest of the company”

See at a glance how this shop’s score compares to that of any reporting level or the entire company.



T01 Trend Graph (line) Widget

...see how my location is doing in C-SAT vs Mystery Shop”

Use the cross-survey widget to display how other programs score for this location.

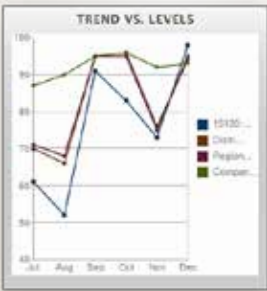


S01 Your Score Widget

“How can I ...

...see how my districts are doing....?”

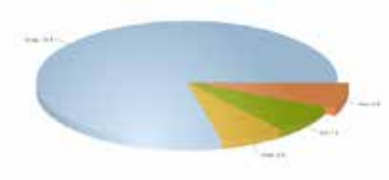
Easy-to-view dashboards show how direct reports are performing in the current and previous period.



T01 Trend Graph (line) Widget

...see how scores are distributed?”

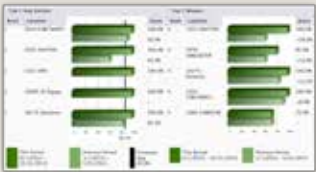
See how many of your scores are exceptional, acceptable and unacceptable in an easy to read graph.



Answer Summary Report
(or SC3: Score Dist dashboard widget)

...see Top and Bottom performers”

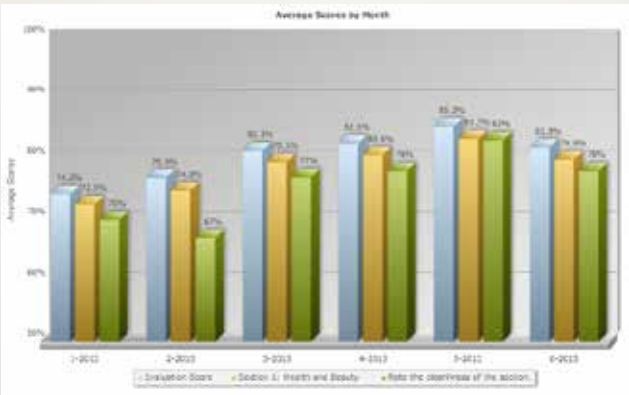
See who is a rising star and who is performing worse than expected.



Who’s Hot Who’s Not Report

...get a ranking of my regions?”

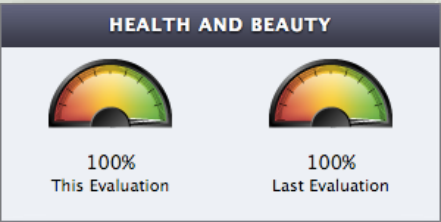
See how my reports compare to each other with ranking widgets.



Survey Trending Report
(or Se02 Trending Graph: Sections widget)

...see how my different programs are doing?”

See at a glance how all programs in your company are doing.



D02 This Vs. Last Score Widget

Over 50 widgets available in Chameleon

"How can I tell who's performing well/not well?"

Company Overview

See how all of your reporting levels are performing in one consolidated view

Section 1 : Health and Beauty Section 2 : Sporting Goods Section 3 : Electronics						
NAME	SubDivision	Evaluation Count	Score	Sec 1	Sec 2	Sec 3
COMPANY						
Company		2785	86.26	84.95	89.37	84.92
TYPE						
Competitor		1109	86.24	84.69	89.86	86.07
Sales Only		879	86.92	85.98	89.08	84.98
Service Center		797	85.55	84.17	89.00	83.25
Location Attributes						
Car Park		145	86.38	85.29	89.32	87.93
REGION						
Region A		672	87.14	85.81	89.72	86.09
Region B		817	86.71	85.42	90.04	86.11
Region C		912	87.18	86.03	90.37	84.98
Region D		350	81.27	79.60	84.77	79.44
Region E		24	85.83	83.92	86.96	91.67

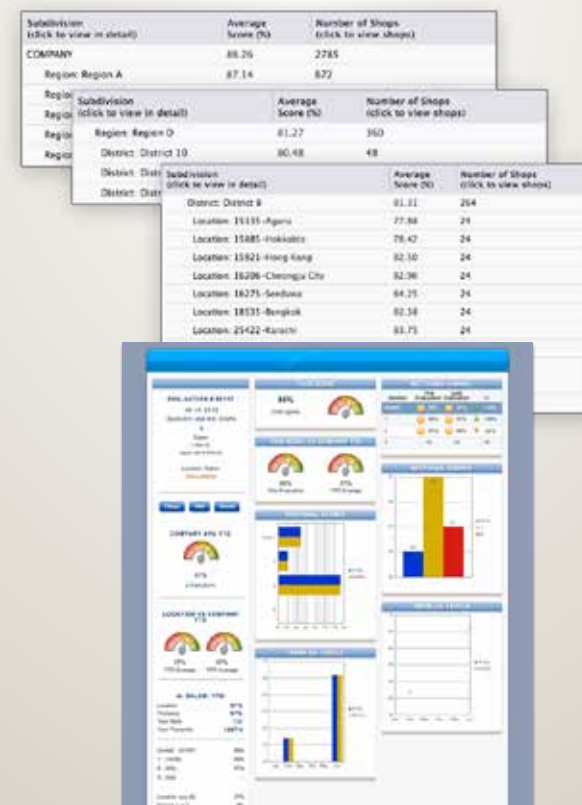
Who's Hot / Who's Not

See who is a rising star and who is under-performing and see how this changes over time.



Location Wizard

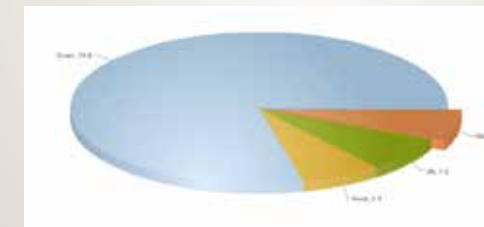
Drill down through the layers of subdivisions, locations, shops and answers until the real reason behind the scores is revealed.



"How can I find which performance areas need the most attention?"

Survey Summary

See the results for all questions in one easy summary.



Question Correlation

Are certain key questions driving your scores up or down? Use question correlation to determine what those are and use the results to determine program standards and employees' training.

Subdivision Name	Yes score %	# evaluations	No score %	# evaluations
Company				
Company	87.8	2380	18.8	432
Type				
Competitor	87.7	954	18.2	675
Sales Only	88.1	754	19.8	625
Service Center	87.8	676	17.7	630
Location Attributes				
Car Park	88.8	123	14.6	22
Region				
Region A	88.8	571	16.7	101
Region B	88.6	690	16.8	107
Region C	88.7	791	16.8	131
Region D	85.1	300	19.8	80
Region E	87.1	21	18.7	8

Cross-Tab report

Need to do more in-depth analysis on your data? Our cross-tab report reveals correlations between multiple factors.



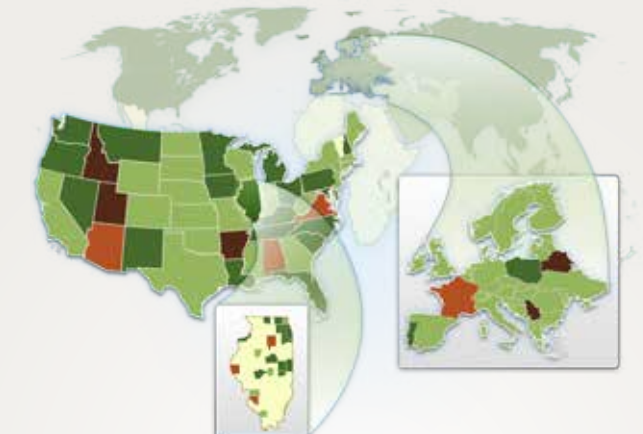
Answer Summary

Drill down into the answer summary to see the answers to each question, filter the results for positive and negative answers and which are driving scores.



MapTastic

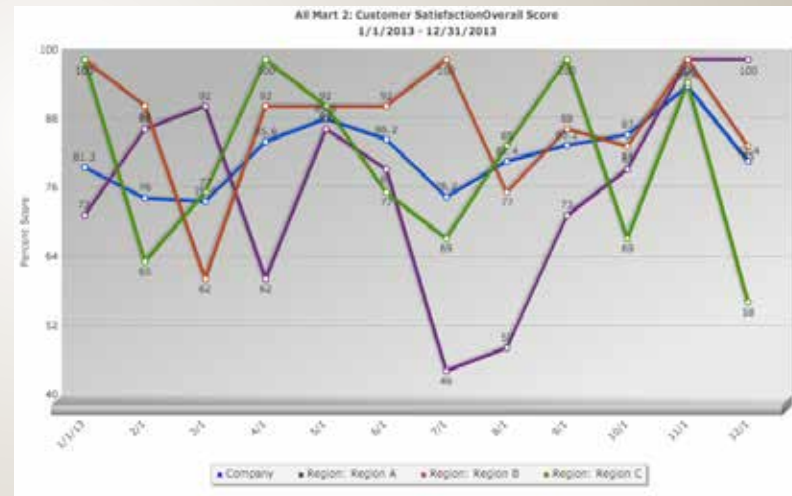
Are certain countries, states, provinces or counties performing better than others? This mapping report graphically displays how these areas compare.



"How can I see how my program's doing over time?"

Line Graph

See how the overall, sectional or individual question scores trend across time for the overall company (and various levels).



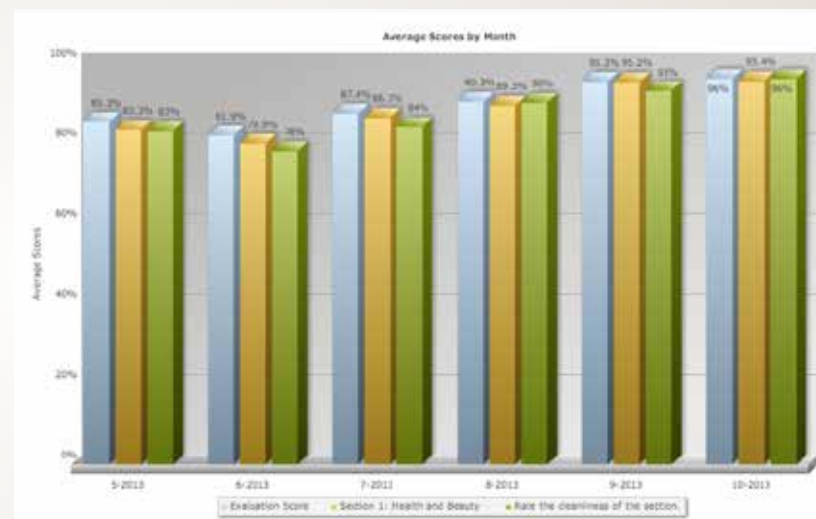
Period Comparison

Want to see how scores have changed from the same period in previous years? This report gives you those results in one easy step.

Subdivision	Jan 2013 01/01/13 - 01/31/13	Jan 2012 01/01/12 - 01/31/12	YTD 2013 01/01/13 - 12/31/13	YTD 2012 01/01/12 - 12/31/12
Company				
	74.22	74.88	86.26	79.54
Type				
Competitor	74.52	73.63	86.24	79.79
Sales Only	75.54	77.12	86.92	78.48
Service Center	72.30	73.81	85.55	80.56
Location Attributes				
Car Park	74.25	81.00	86.38	77.97
Region				
Region A	74.23	75.67	87.14	79.50
Region B	70.60	73.19	86.71	79.61
Region C	79.91	75.06	87.18	79.92
Region D	68.00	77.00	81.27	79.44
Region E	73.50	73.95	81.83	79.06

Survey Trending

Trend any of the data in your program, from overall score to sectional score and down to the question level and see how it's changing over time.



"How can I get Custom Reports?"

SASSIE can deliver the custom reports that no one else can.

Chameleon (Shop Views & Dashboards)

Design it yourself!

With Chameleon's incredible drag and drop tools, you're only minutes away from winning the hearts and minds of your clients.



Reporterator

Do it yourself!

Use our drag and drop interface to reorganize data and display it in a configurable report.



ToolZ

Program it yourself!

Get the ultimate control with our tag-based API that allows you to make dazzling custom views of data in the system.



Custom Report Programming

Let us do it for you!

Got a really tough report? Our custom development team has delivered thousands of custom reports since 1998. No one has more industry experience building custom views of client data.



"How can we get managers to see this data?"

80% of managers don't login — we can email their crucial data directly to them (in PDF or mobile friendly Web Link format).

"Can I be notified when there's a specific answer to a question?"

Instant Response Trigger

Some questions are so important that someone needs to be notified immediately if a specified answer option is selected.

Use our instant response triggers to send out notifications the minute it happens.



"Can shops be automatically emailed to my managers?"

Manager Triggers

When shops are reviewed, any manager can get a link or a PDF emailed to them instantly!

"Can I be notified when there's a high/low scoring shop?"

Score Triggers

Some managers should only be notified if there is an exceptionally good or bad shop! Score triggers allows those people to see the results instantly.



"Can I send a manager all the shops for all his/her locations at once?"

PDF Book

Some managers want a printable PDF book for their records. Our easy to generate PDF books makes that simple and easy.

How can I be sure managers are using the system?

This shop needs a followup plan. ☐ Yes ☐ No
[Editable by the level 2 manager]

I have reviewed the training documentation with the associates. ☐ Yes ☐ No
[Editable by the location manager]

Add your comments below, please add your name to the comments.
[Used to track comments between the level 2 manager and the Location manager, comments can be appended to the narrative box at any time.]

Please review the training materials with your staff
-Jane, the district manager
I have reviewed.
-Bob, the location manager

"How can I be sure managers have opened the shop?"

Editable Question List

Add a question right on the shop view for your managers to check off, indicating they've reviewed the results. The results for the shopper are locked and only questions that you specify can be edited.

"How can I be sure managers have logged in?"

Manager Login Tracking

Check to see who has been checking their results and utilizing the trending and reporting tools by seeing who has logged in when.



"Can I view CSAT and Mystery Shop data side by side?"

Exponentially increase the value of mystery shopping data by pairing it with direct customer satisfaction polling for unparalleled insight into your company's performance — it's like looking into the "right and left brain" activity of your company.

Complete reports with in-depth narratives



"Checkout was fast!"

"Very sloppy and disorganized!"

"Extremely friendly!!"



Left Brain

(Mystery Shopping)

Mystery Shopping systematically delivers in-depth analysis from professionals who execute your specific scenarios and compare employee performance to corporate standards.

- ★ Measures Corporate standards
- ★ Experienced Evaluators
- ★ Factual, Objective
- ★ Unbiased, neutral feedback
- ★ Comprehensive Overview

Combined

Reward Strengths & Address Weaknesses

Both methods enable you to trend areas at risk for low customer satisfaction and implement preventive measures such as training programs or employee incentives to correct and strengthen these areas.

Instant Feedback Response

Both methods can notify key people in your organization immediately when a customer requests contact or gives a specific response. This opportunity for timely reaction enhances your ability to recover from poor service as well as to reinforce positive experiences.

Right Brain

(Customer Satisfaction)

Customer Satisfaction Polling through IVR phone surveys and ICR web surveys delivers a large volume of feedback from actual customers with real-world experiences.

- ★ Measures Consumer Opinion
- ★ Actual Customers
- ★ Emotional, Subjective
- ★ Extremely positive/negative feedback
- ★ Individual Opinions

SASSIE Reporting: Book 4 in the Tough Questions series

Instant Rebranding

- ✓ Instantly Configurable Looks
- ✓ Theme Commander
- ✓ Chameleon Shop Views
- ✓ Chameleon Dashboards

Configurable Data Widgets

- ✓ Key Question Widget
- ✓ Graphical Trending Widgets

Comparison Widgets

- ✓ Editable Question Widget
- ✓ Ranking Widgets
- ✓ Cross Survey Widget

Reporting Data

- ✓ 23 Aggregate Reports
- ✓ Ranking Reports
- ✓ Drill Down Reports
- ✓ Graphical Reports
- ✓ Who's Hot, Who's Not
- ✓ Line graph
- ✓ Answer summary
- ✓ Maptastic

Distribution

- ✓ Email Triggers
- ✓ PDF Triggers
- ✓ Instant Response Triggers
- ✓ Mobile Views
- ✓ iPad Dashboard App
- ✓ Online Reporting
- ✓ Manager Log in Tracker

Configuration

- ✓ Configurable Looks
- ✓ Theme Commander
- ✓ Drag and Drop Widgets
- ✓ Report Permissions
- ✓ Reporterator
- ✓ Cross Tab Reporting

Multiple Program Comparison

- ✓ Cross Survey Widgets
- ✓ Head to Head Report
- ✓ Cross Survey Reporting

FACT: SASSIE's custom development team handles 500 - 800 custom projects a year.

- ✦ SASSIE allows for a quick launch of our program tailored to our clients needs, with an instant array of standard reports. In addition, we have yet to find a custom report that they cannot build. Now THAT is power!
— *Bob Reister, JM Ridgway, Co., Inc. (since 1924)*
- ✦ We can white label and fine tune reporting programs for Fortune 500 clients, and we can use traditional SASSIE reporting to provide turn key programs for regional clients. We have even taken SASSIE to the next level by engaging the SASSIE developers to build tools that support Confero's unique position within the industry. We now have a complete end to end solution for managing the bonuses and performance payouts our clients present to their employees for jobs well done.
— *Elaine Buxton, CEO, Confero Inc*
- ✦ In our business it is critical that we bring to clients best practice systems and technology - consistently delivering quality data and reporting in real time. SASSIE does all that and more! Not only is the system at the forefront of technology it is also supported by a team of passionate, helpful and customer focused experts to guide our business through every mystery shopping eventuality. SASSIE is the platform that sets our business apart. It gives us the edge in a highly competitive market.
— *Catherine Van Veen, Managing Director, Personally Recommended*

**TOUGH QUESTIONS.
TOUGHER SYSTEM.**



www.sassieshop.com

info@sassieshop.com

SurfMerchants 41 West Street Fl5 Boston MA 02111

617-292-8008