



Mystery Caller

Some Experience **in Numbers**

200+ Programs per year

40+ Changing in motivational system

100+ Satisfied clients

30% Increase of sales volume

100

Mystery Calls

52 COUNTRIES coverage

000+

Our Clients



Mystery Caller advantages



identifying the strengths and weaknesses of phone communication



Comparative characteristics of the main indicators of satisfaction



Feedback available to individual employees in the form of audio files



Identifies training needs and sales opportunities



Monitored and measured service performance



Makes employees aware of what is important in serving customers by phone



Improves your own customer retention



Allows analyze sales funnel from different perspectives



Mystery Caller values

Objective evaluation of real business affairs

Our specialists are able to collect important information on customers' likes and dislikes and relay this information accurately to you.

Profit growth

By working with specialists at the call center, you can eliminate any weaknesses identified during the customer satisfaction survey and work towards rectifying the situation in your outlets instantly, thus satisfying customer expectations.

An increase in customer loyalty

As your approach to customer service grows, the attitude of your customers also changes. Their loyalty towards your company increases and the number of customers buying products or services from your competitors decreases.

The ability to implement more complex projects

Full communication with customers enables you to see future prospects and to implement even the most ambitious projects, leaving competitors behind.

Optimal pricing policy

We have our own resources for conducting market research, and these make it possible to pass down the savings to each of our partners.



Mystery Caller areas



Product/Service Consultation Analyze

Find out how your call centers/stores are treating with customers & learn what you can do to strategically raise your own customer satisfaction.



Satisfaction Surveys

Find out what your customers/dealers think about cooperation with you, identify your weaknesses and receive a direct feedback .



Lead Follow-Up

Get the quality assessment of lead follow-up by phone.



Promotional Items & Sales

Get insight into how your employees are informing about promotions and offering add-to products to boost your own revenue.

Why Scheduling?



Database Of 450 000+

Variety Of Devices



Target Audience Selection

Unique opinions



Agile Approach

Day-to-day Scram Sessions



Add-on Products Offer Check

Enable to enlarge sales



Up-to-date Information

Realistic measure of product/ service recommendation by phone



Cheaper Than Competitors

Budget cut



Fieldwork Speed

Quick Interaction



Global Coverage

52+ Countries



Online Statistics

Statistics Availability 24/7



Data Quality Check

Proofreading, Artefacts and Data quality check

Get Free Sample[●]

of Mystery Caller program and analytical report.

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