



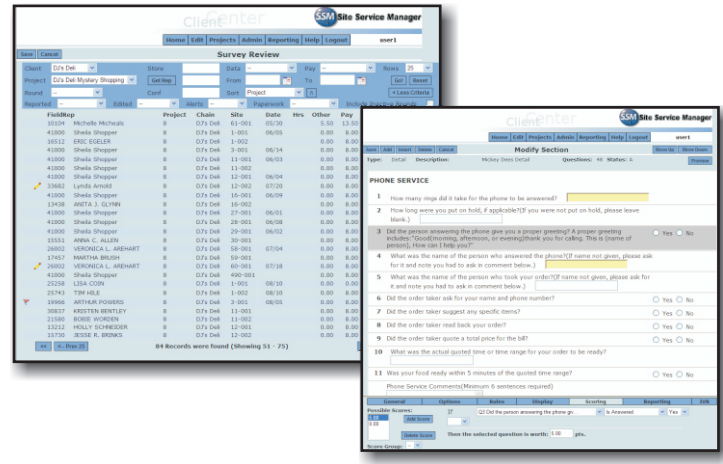
SITE SERVICE MANAGER

Project Management and Reporting Solution

Mystery Shopping Edition

Overview

Komtel's **Site Service Manager** is the most powerful Project Management and Reporting Solution designed for Mystery Shopping companies. With its robust functionality and highly configurable setup options, Site Service Manager is the backbone of your business management system. Site Service Manager provides you with vital information to help streamline operations, access information, and enable accountability in critical project management and reporting processes.



Benefits

- Turn-key solution
- Sales tool to set your company apart from the competition
- Reduces paper flow
- Highly customizable
- Simplified pricing structure flows with your business
- Effective communication flow for managers and field personnel
- Improved operations
- Increased profitability
- Minimal IT resources required

Features

- User-driven data import of shoppers, shopper preferences, chains, stores and clients
- Real-time management and client reporting
- Real-time integrated IVR
- Unlimited number of users
- Sophisticated User Administration interface
- Automatic email reminders to shoppers
- Dynamic survey creation builds sophisticated surveys for web, IVR or handheld interfaces
- Assign Regional Managers to stores and shoppers
- Shoppers can view schedule with history, self-schedule, download instructions and update their profile
- Capture time sheet information for automatic feed to accounting system - QuickBooks, Archco and others

IVR (Interactive Voice Response) Reporting

Site Service Manager offers Mystery Shopping companies the ability to receive reports from shoppers via automated telephone response system. In addition, IVR may be made available to capture comments directly from actual customers, which can be used in conjunction with mystery shopping as a means of measuring customer satisfaction.

Highlights

- **NEW** Canadian Support
- **NEW** UPS Worldship Integration
- Great customer feedback
- Less expensive than using a mystery shopper
- Capture feedback at point of sale
- Real-time access to incoming data
- Instant reports to review your valuable findings
- Data can be downloaded from the SSM system for report customization
- Multiple, real time statistical graphs and reports available on SSM system
- Summary and detail reporting by region, store, shopper and chain for internal management or clients. Export to Excel or PDF

Fully-Hosted System, Available 24x7 • Protected by Nightly Tape Back-ups • SSL Encrypted
 Personalized with Your Company Name and Logo • Software Release Schedule Adding New Features Suggested By You

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