

# Introduction To The Mystery Calling Program

## Measuring Inside Sales Performance

Compechek's Mystery Calling Program accurately monitors the quality of staff telephone skills, salesmanship and customer service that your valued customers experience when they call. The Mystery Call is both a tool to measure the current levels of customer service performance but also a tool to measure improvements in service brought upon by sales training.

### Topics Covered in your Mystery Call Reports:

#### Telephone Experience

- proper, consistent company greeting, warm, welcoming.

#### Customer's On Hold Experience

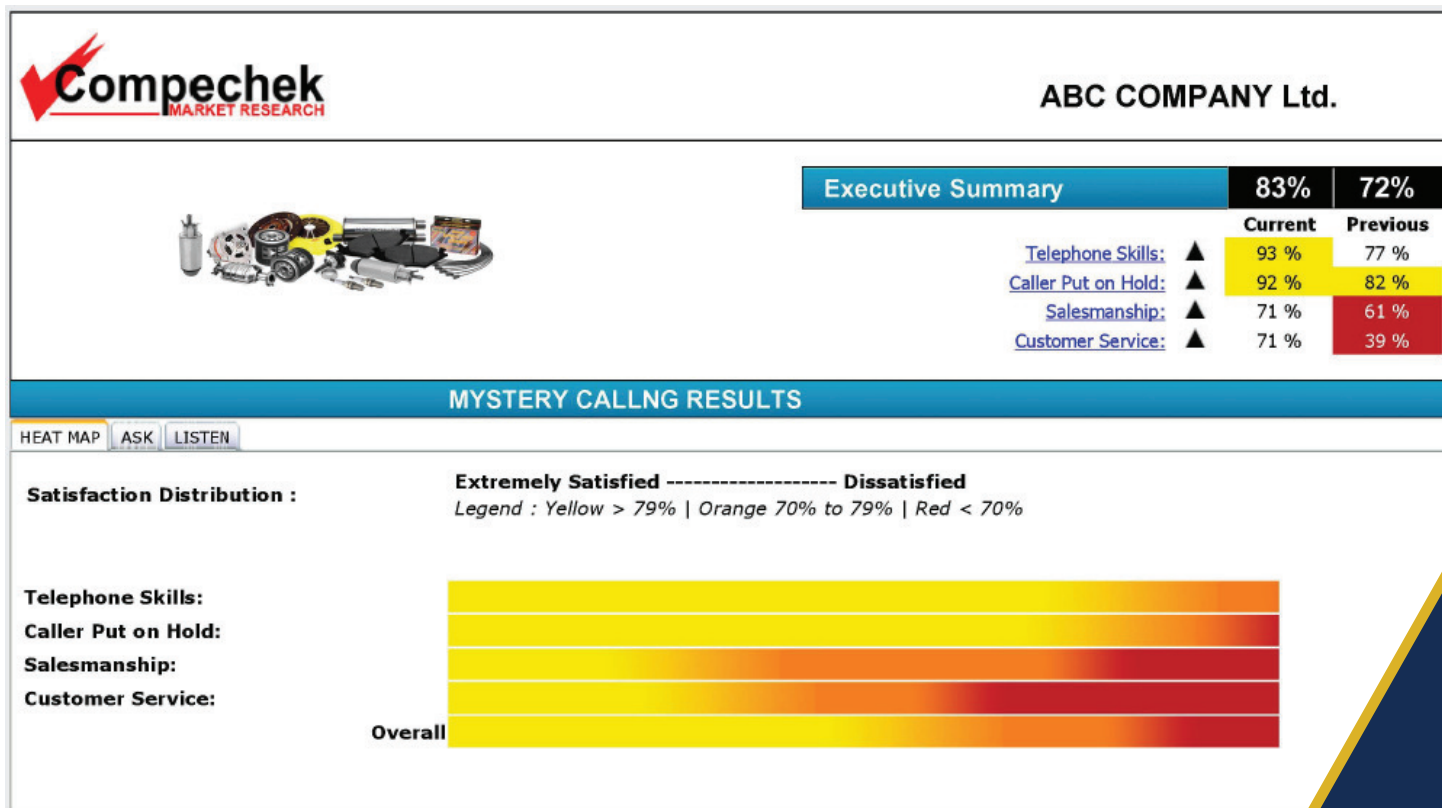
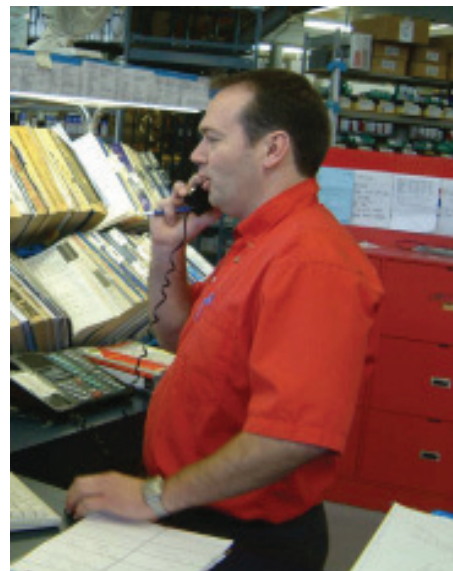
- ask, listen, thank caller, length of time, etc.

#### Customer Service And Sales Training

- right attitude to serve, give advice, extra mile, etc.

#### Salesmanship Skills

- rapport, associated products, invite to business etc



A Positive Attitude Is Everything

