Watch the impact
Consistent Action will improve your ROI and your customer experience!

Act!
Act with automatic action plans. Staff is automatically issued actions plans with Required Operational Actions.

Data is Analyzed
Using real-time analytics we compare your results against your company KPI's and standards.

Data is Acquired
Customer Experience Audit is completed

# Action Planning

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Closing the Quality Management Gap

Mystery Shopping | Competitor Intelligence | VoC | Employee Rewards & Feedback | Integrity | Crowd-Sourcing App Integrations | Survey Entertainment | Market Research

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Process Overview:
Closing the Quality Management Loop

Mystery Shops, Internal and External Audits

Analyze current and past performance in real-time

Measure KPIs

ACQUIRE

ANALYZE

100% SERVICE EXCELLENCE

Customer Feedback /solicited and unsolicited/

Automatically identify Action Areas

Reevaluate Performance

Determine Action

ACT

Monitor action resolution real-time

Automatically assign Action Plans

MISSION   STRATEGY   IMPLEMENTATION

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Issue Resolution Made Easy
Automated Action Plan Workflows

AUTOMATE YOUR QUALITY CONTROL

Problem Areas are automatically identified in real-time and

assigned to the responsible stakeholders

TRACK ACOUNTABILITY

Your deadlines are managed automatically

STAY INFORMED

Automated notifications for new, close-to-due,

or overdue Action Plans
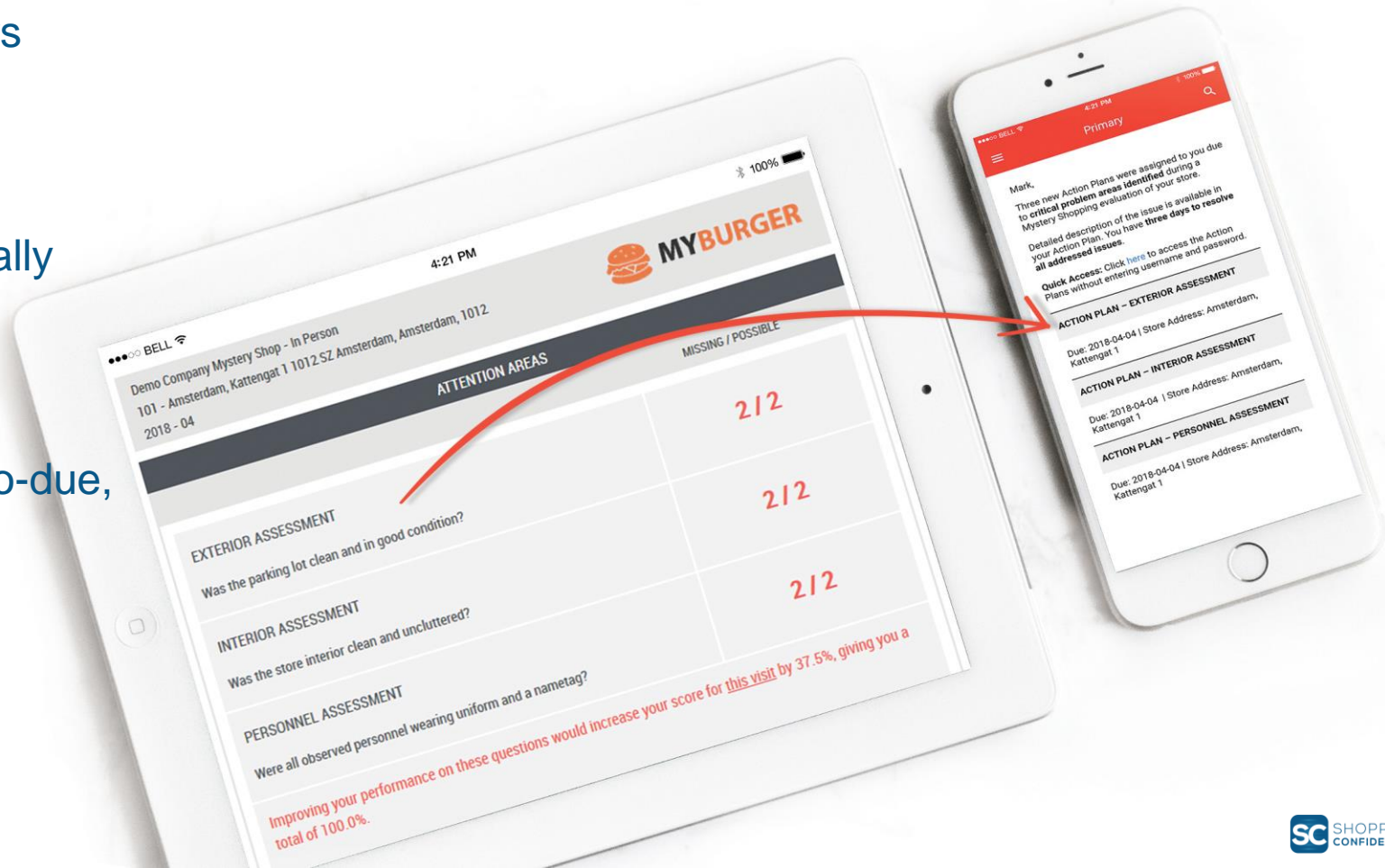
Minimal Training
Action Plans are Easy-to-Complete

WEB AND MOBILE SUPPORT

Action plans can be completed on any device, while on-the-go!

CLEAR FOCUS

Action Plans focus on two key components:

✓ **Issue Description** – automatically populated from the mystery shop / audit report / feedback survey

✓ **Issue Resolution** – staff confirms that the issue was resolved, with supporting evidence (photos, etc.)
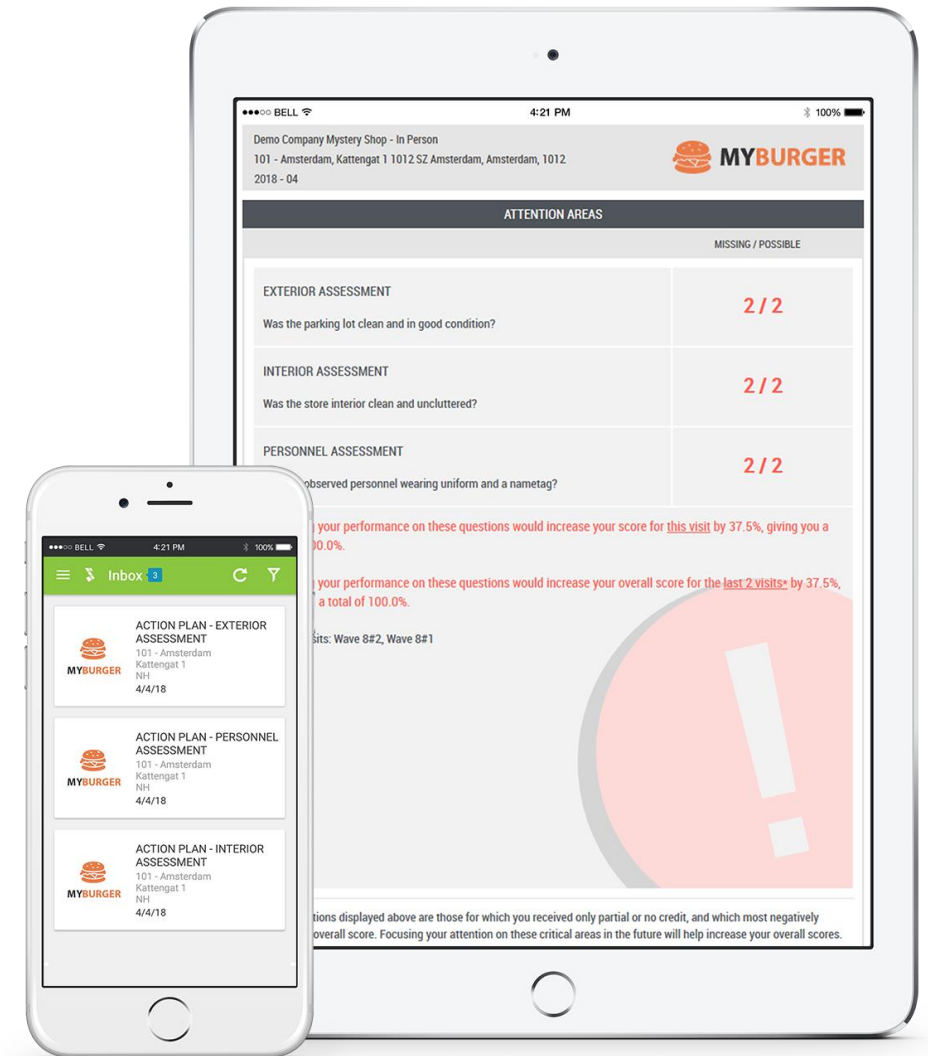
Progress Monitoring in Real-Time
Management Dashboard

Monitor corporate and personal performance on a single dashboard:

- ✓ View company-wide progress, workloads, and execution times

- ✓ Drill into details, down to individual staff members

- ✓ View Action Plan distribution on a map

Customized To Your Business Needs
Personalized Action Plans

FULL CONTROL

Design custom criteria used to invoke

Action Plans

CUSTOM REVIEWS

Enable multi-level approval processes

ADVANCED WORKFLOWS

Return unresolved issues or

inadequate resolutions for revision

PUSH YOUR BUSINESS TO 100% PERFORMANCE EXCELLENCE

Acquire

Analyze

Act

Achieve

Mystery Shopping → Find problem areas → Performance Improvement Action Plans → 100% Service Excellence

Audits → Identify non-compliances → Corrective Action Plans → 100% Compliance

Customer Feedback → Flag negative feedback → Satisfaction Improvement Action Plans → 100% Customer Satisfaction
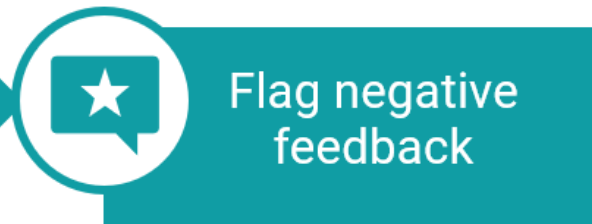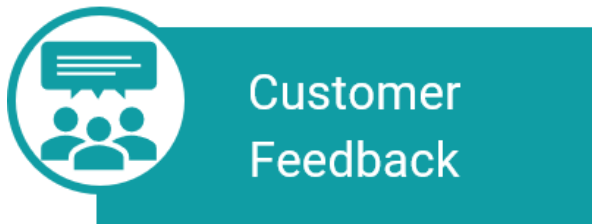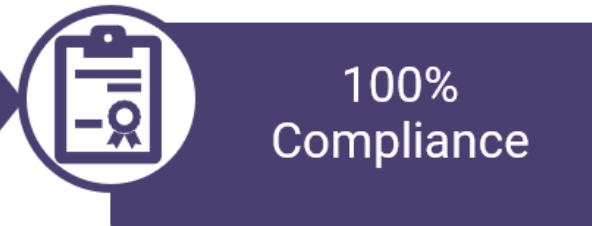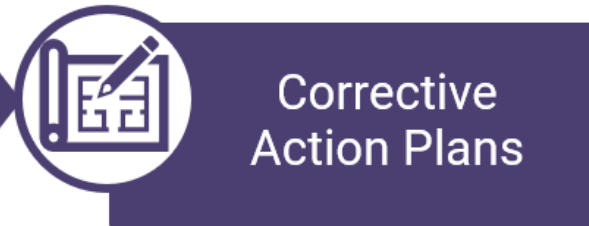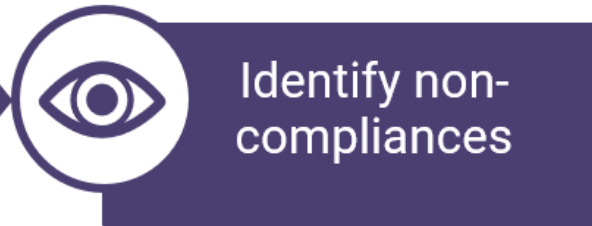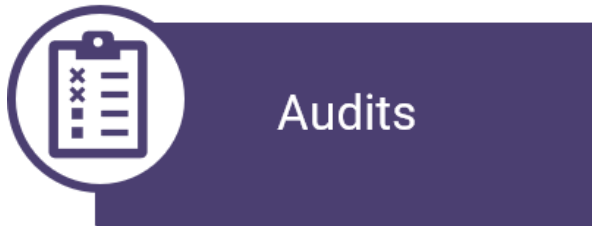
ACTION PLAN EXPRESS	ACTION PLAN ENTERPRISE
Minimal Training Easy to complete, predefined Action Plan form	**Custom Action Plans** Based on exact conditions
Predefined Action Plans Based on Service Excellence report attention areas	**Advanced Workflows** Supports different resolution routes
Location Assignees Assigned to a location representative	**Multi-level Assignees** Assignees determined based on criteria
Management Dashboard Real-time progress monitoring	**Management Dashboard** Real-time progress monitoring
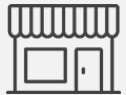
Thank You

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