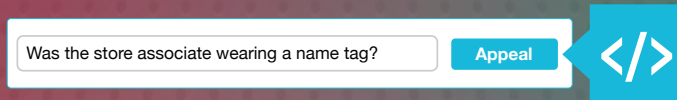



LIVESHOPPER SASSIE

Appeals

Question Level Change Request

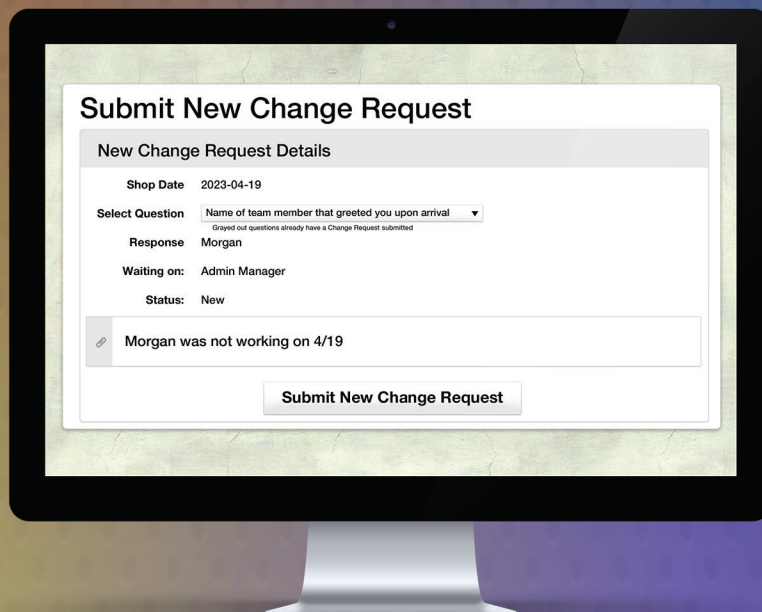
Derived from the original feature called Change Request, use Appeals to make your mystery shopping programs more than a commodity. Now bigger and better than ever because it's more configurable than ever before. Once SASSIE Support has activated it in your system, you are ready to take advantage of this great technology.



Was the store associate wearing a name tag? 

Key benefits and advantages of using Appeals:

- Configurable process for improved results
- Request changes down to the question level
- Mediator option to finalize decisions
- Increases manager engagement
- Create “stickiness” with your clients
- Reduce your operational costs (The client can handle most of the disputes)
- Provides more accurate visit results and reporting = happy clients
- Create organic growth by increasing rates when used



Submit New Change Request

New Change Request Details

Shop Date: 2023-04-19

Select Question: Name of team member that greeted you upon arrival Grayed out questions already have a Change Request submitted

Response: Morgan

Waiting on: Admin Manager

Status: New

Morgan was not working on 4/19

