

TestCaster



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Our unique **TestCaster** software is a powerful shopper testing and training tool. We'll ensure that the shoppers for your locations are well qualified to perform your shops to your standards. Shopper testing services that we can provide:

Testing new shoppers

We can test all shoppers when they first sign up on our system. This will ensure that every shopper we use for your shops is well versed in Mystery Shopping basics.

Advanced shopper testing

Once on the system, shoppers can continue to demonstrate their knowledge of advanced shopping scenarios, such as audits, industry specific shops and product knowledge shops in order to be eligible for these scenarios.

Training shoppers for your shops

We can share your specific standards with shoppers. The standards you set can be intergrated into the TestCaster test. Shoppers will be tested for knowledge retention of the standards. Only shoppers who have demonstrated their proficiency will be assigned to one of your locations.

Selective scheduling

Based on these test scenarios, we can pre-qualify shoppers for shops that require specific industry knowledge (such as casino shops or computer shops). Our intelligent scheduling software will only assign shops that require a qualification to qualified shoppers.

Update tests any time

Tests can be edited to include additional testing scenarios. The updated tests can be available only to new shoppers or existing qualified shoppers can be required to retake the test.

We'll work with you to design the types of shopper tests you require. Let our TestCaster software ensure you have the most qualified shoppers for your shops.

