

Mystery Shopping Solutions



Information is power and mystery shopping gives you the power to see more.



Through its Technology Store Shopper subsidiary, RBD offers a comprehensive suite of mystery shopping services:

- Learn About Your Customer Experience
- Test Product Knowledge
- Measure Selling Skills
- Merchandising Audits
- Telephone Inquiries
- Operations Compliance
- Competitive Analysis

TechnologyStoreShopper



Focus on the Telecommunications and Services Industries

As wireless and services industry veterans, RBD understands your needs. Leverage our experience, insight and industry knowledge to deliver a powerful mystery shopping program that is custom-tailored for your business.

Our programs provide detailed, timely and accurate reports so you can evaluate performance where it matters most...on the sales floor.

Our Technology Enables Your Action

RBD's mystery shopping technology quickly makes information available to all levels of your organization. Our speed enables you to react in real-time so you can quickly steer the team in the right direction.

Reward Good Behavior with E-mail Triggers

Technology Store Shopper's e-mail triggers are a powerful tool that lets you select the behavior you want to reinforce. Field Managers can be quickly notified when a sales rep. exceeds (or fails to exceed) expectation so that they can take action to build your business.

Powerful Dashboard Reporting

Technology Store Shopper's online reporting tools allow you and your managers to interactively view shopping reports including drilling down to the individual shop level. Our reports are available 24 hours a day and 7 days a week.



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