



MysteryGo

Transforming Customer Experience

Actionable Insights for Better Business Decisions
Through Tech-Driven Mystery Shopping

Why Customer Experience Matters?

1

96% of unhappy customers never complain; they just leave.


2

Businesses lose billions annually due to poor service quality


3

Consistency in service delivery across locations remains a major challenge

The Solution



A tech-driven mystery shopping solution designed to uncover operational gaps and improve customer satisfaction.



Tailored evaluations that provide actionable insights to optimize customer experiences.

Actionable Data

Clear, concise, and easy-to-implement insights

Cost-Efficient

Affordable pricing models for businesses of all sizes

Tech-Driven

Real-time analytics and automated reporting

Custom Solutions

Tailored programs to meet your business goals

Comprehensive Mystery Shopping Services

- 01 On-Site Evaluations: Assess customer service, cleanliness, and compliance.
- 02 Online Evaluations: Analyze digital touchpoints like websites and apps.
- 03 Phone Evaluations: Evaluate call center performance and responsiveness.
- 04 Competitor Benchmarking: Measure your performance against industry leaders.
- 05 Customer Journey Analysis: Identify pain points across the customer lifecycle.



Per Evaluation Fee: €70–€500
(based on complexity)



Starter: €500/month
(4 evaluations)



Growth: €900/month
(8 evaluations)



Premium: €1,200+/month
(12+ evaluations)

Pricing

Affordable plans for any business size. Custom services available on request.

Tailored Solutions for Every Industry

Hospitality

Restaurants, cafes, and hotels

Healthcare

Clinics, pharmacies, and SPAs.

Retail

Fashion, grocery stores, and electronics.

Fitness

Sport centers, GYM's, and wellness centers.

Automotive

Car dealerships and service centers.

Banking and Financial

Banks, insurance providers, and FinTech.

Ready to Elevate Your
Customer Experience?

Drumul Opalului 1-43, Bucharest
vanzari@mysterygo.ro | www.mysterygo.ro