

NetMysteryShopper Complete Benchmark Report

DATE RANGE			
FROM: July	<input type="text" value="2009"/>	TO: September	<input type="text" value="2009"/>
<input type="button" value="Reprocess"/>			

Client Name	SHOP SCORES		Avg Resp. Score	RESPONSE METHOD				RESPONDED BY EMAIL BREAKDOWN					
	Avg Ellipse Follow-Up Score	Avg Message Content Score		No Resp.	By Email	By Phone	By Other Method	in 0-3 hrs	in 3-8 hrs	in 8-24 hrs	in 1-3 days	in 3-5 days	in 5+ days
NATIONAL AVERAGE	58.72%	37.80%	53.39%	46.46%	52.80%	0.00%	0.75%	59.01%	15.90%	9.19%	11.66%	2.83%	1.41%
Company 0	50.00%	60.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 1	75.00%	60.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 2	75.00%	60.00%	90.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
Company 3	87.50%	40.00%	50.00%	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 4	57.14%	42.86%	70.71%	28.57%	64.29%	0.00%	7.14%	55.56%	22.22%	11.11%	11.11%	0.00%	0.00%
Company 5	62.50%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 6	87.50%	50.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 7	75.00%	36.00%	65.00%	40.00%	60.00%	0.00%	0.00%	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%
Company 8	29.74%	10.34%	16.29%	82.76%	17.24%	0.00%	0.00%	30.00%	0.00%	20.00%	40.00%	0.00%	10.00%
Company 9	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 10	50.00%	30.00%	45.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Company 11	100.00%	60.00%	125.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 12	25.00%	40.00%	90.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Company 13	37.50%	30.00%	50.00%	50.00%	50.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 14	83.33%	45.00%	75.83%	25.00%	75.00%	0.00%	0.00%	77.78%	0.00%	0.00%	11.11%	11.11%	0.00%
Company 15	75.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 16	100.00%	60.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Company 17	75.00%	80.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 18	83.33%	40.00%	66.67%	33.33%	66.67%	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%
Company 19	25.00%	88.00%	100.00%	0.00%	100.00%	0.00%	0.00%	80.00%	20.00%	0.00%	0.00%	0.00%	0.00%
Company 20	50.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 21	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 22	50.00%	33.33%	56.67%	33.33%	66.67%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%
Company 23	50.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 24	54.17%	46.67%	81.67%	25.00%	75.00%	0.00%	0.00%	44.44%	0.00%	33.33%	22.22%	0.00%	0.00%
Company 25	81.25%	40.00%	61.25%	43.75%	56.25%	0.00%	0.00%	44.44%	11.11%	22.22%	22.22%	0.00%	0.00%
Company 26	82.64%	42.78%	70.42%	30.56%	66.67%	0.00%	2.78%	91.67%	8.33%	0.00%	0.00%	0.00%	0.00%
Company 27	68.33%	48.00%	74.33%	26.67%	73.33%	0.00%	0.00%	54.55%	27.27%	9.09%	9.09%	0.00%	0.00%
Company 28	66.67%	30.00%	50.00%	50.00%	50.00%	0.00%	0.00%	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%
Company 29	25.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 30	32.14%	20.00%	27.14%	71.43%	28.57%	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%
Company 31	50.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 32	50.00%	60.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 33	36.94%	19.10%	31.12%	67.16%	31.34%	0.00%	1.49%	47.62%	23.81%	14.29%	4.76%	9.52%	0.00%
Company 34	100.00%	60.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 35	62.50%	30.00%	50.00%	50.00%	50.00%	0.00%	0.00%	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%
Company 36	68.75%	40.00%	75.00%	25.00%	75.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 37	75.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 38	100.00%	60.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 39	100.00%	40.00%	90.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Company 40	75.00%	40.00%	45.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Company 41	80.00%	24.00%	40.00%	60.00%	40.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 42	83.33%	20.00%	26.67%	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Company 43	56.25%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 44	50.00%	60.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 45	75.00%	0.00%	8.33%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 46	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 47	98.96%	90.28%	94.44%	4.17%	95.83%	0.00%	0.00%	60.87%	23.19%	5.80%	8.70%	1.45%	0.00%
Company 48	50.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 49	25.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 50	8.33%	20.00%	33.33%	66.67%	33.33%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Company 51	50.00%	64.00%	90.00%	20.00%	80.00%	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%
Company 52	25.00%	33.85%	50.96%	46.15%	51.92%	0.00%	1.92%	51.85%	11.11%	14.81%	14.81%	3.70%	3.70%
Company 53	100.00%	40.00%	100.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 54	75.00%	80.00%	100.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%
Company 55	16.67%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 56	62.50%	60.00%	112.50%	0.00%	100.00%	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%
Company 57	77.78%	26.67%	40.00%	55.56%	44.44%	0.00%	0.00%	25.00%	50.00%	0.00%	0.00%	0.00%	25.00%
Company 58	41.67%	20.00%	33.33%	66.67%	33.33%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 59	45.45%	29.09%	43.64%	54.55%	45.45%	0.00%	0.00%	40.00%	20.00%	0.00%	40.00%	0.00%	0.00%
Company 60	75.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 61	75.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 62	100.00%	80.00%	100.00%	0.00%	100.00%	0.00%	0.00%	50.00%	50.00%	0.00%	0.00%	0.00%	0.00%
Company 63	50.00%	26.67%	30.00%	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%
Company 64	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 65	58.33%	60.00%	66.67%	33.33%	66.67%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 66	75.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Company 67	68.97%	37.24%	63.10%	41.38%	58.62%	0.00%	0.00%	52.94%	11.76%	11.76%	11.76%	5.88%	5.88%
Company 68	50.00%	26.67%	41.67%	66.67%	33.33%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%

* Representing 536 shopping reports