



Insight from the outside

Who is Jancyn?

Jancyn is one of the most qualified “client-focused” Customer Experience Research businesses in the U.S., since 1980 offering solutions for the intelligent business.

Providing you a roadmap to success, our team of seasoned executives, project coordinators and assessors have partnered with hundreds of business to help them identify and accomplish their customer satisfaction goals.

What does Jancyn offer?

Jancyn has built a solid foundation and tradition of providing superior value in every program we offer. Our level of detail has been groomed and polished providing exceptional results for your mystery shop needs. We focus our expertise in both Customer Experience and Leasing Experience Programs, with particular expertise in retail, restaurants, property management and financial services. But we don’t stop there...we have a professional shop for most every type of business and the creative talent to customize it any way you like.

Start a Conversation with Jancyn

Jancyn is a dedicated and responsible partner in helping you reach your goals of customer retention, repurchase and referrals. “Insight from the Outside”. It’s our motto and our pledge to you.

[Jancyn Overview](#)

Customer Experience Programs

Mystery Shops

Assisting you to achieve benchmarking goals at a reasonable investment. Knowledgeable assessors gather first-hand information regarding the customer experience. Your shop survey is carefully crafted to match your training goals and your specific needs. Our feedback provides the information you need to improve front line sales, which in turn results in bottom line profit improving your overall business position.

Video Shops

Discrete shoppers can provide you streaming video results of your mystery shop. Equipped with the latest in covert recording equipment, you receive a video recording of the shop and a quantitative survey score.

Sizing Audits

Losing sales because your customers can't locate the right size product? It's not just OK to have an item in stock; your customer needs to be able to find it. Jancyn can develop and conduct ongoing sizing audits to ensure your stores are meeting your company standards for sizing.

Merchandise Checks

Selling through partners? We can provide you ongoing data on whether and how well your products are being represented.

'Smart' Shops

Your customers are technology savvy- so are Jancyn shoppers. Our 'SmartShop' surveys are conducted by shoppers using Smart phones like the Apple iPhone. Benefit? Meaningful reports, enhanced with pictures, location & time/date stamp verification delivered quickly to you via email or web.

Electronic Comment cards/surveys

Web surveys allow you to get feedback from your customers (not shoppers) in formats that are both familiar and easy for them: through their smartphones or on-line. QR codes and/or a web address are promoted to your customers via in-location marketing materials. Customers access the website and take a custom survey. Our online survey software provides immediate data collection for your viewing.

IVR Surveys

IVR ("Interactive Voice Response") uses a telephony survey technology. We provide a dedicated phone number which is promoted to customers via in-location advertisement. Customers call the toll-free telephone number and respond to a series of custom survey questions. The information gathered is instantly available to you through a secure web structure. The survey can be compared with shopping scores and historical performance data.

Leasing Experience Programs

Leasing Performance Shops

Posing as a typical prospective renter, the assessor will call and visit your community to evaluate the overall leasing experience. Result-oriented reports are detailed, professional, and offer both a quantitative evaluation score, as well as a full and complete narrative of the leasing experience.

Video Shops

Discreet shoppers can provide you streaming video results of the full Performance Evaluation. Equipped with the latest in covert recording equipment, you receive a video recording of the on-site shop for your custom training purposes. In addition, you receive the recorded telephone shop and a quantitative survey score with a follow-up section.

Telephone Shops

Telephone evaluations are a quick way to identify areas of weakness in what is often the first point of contact by your prospects. The leasing associate's verbal presentation, which can be recorded, will be evaluated by the assessor. Specific areas included: Greeting, Qualifying, Ability to Entice the Caller, Appointment Setting and Direction Delivery. Results are provided via a professional, quantitative written report.

Internet Shops

Prospects are "driving" to the Internet to see your properties! To stay competitive and to take advantage of this contact, your staff must respond to Internet inquiries in a professional, timely and effective manner. We measure and evaluate communication received/delivered through your web advertising sites.

Resident Retention Surveys

Your current residents are given a customized survey to determine the pros and cons of their rental experience in an effort to maintain a high retention percentage. Maintenance and service staff surveys can be conducted too.

Prospect Experience Survey

After touring your location, a prospect is given a survey to help illuminate positive and negative aspects of their visit.