

QSR Business Communications Service



"Total Connect NowSM enables us to service a higher volume of customers while measuring the level of store performance and quality of customer engagements throughout the day"

Rob Scheiper
MAR Pizza Group



QSR Management Portal

Store ID	Link	Open	Local Time	Service Level*	Abandoned
2702			10:43 CDT	100%	0
2824			10:43 CDT	100%	0
9180			10:43 CDT	100%	0
9176			10:43 CDT	100%	0

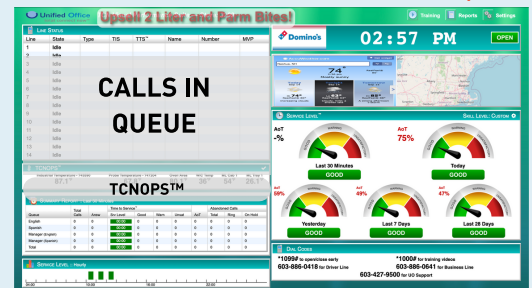
Group	Trucks	Calls	SL*	TIS*	Avg**	Abandoned						
ACTNorth	1	00:00	100%	208	00:38	27%	1235	00:05	27%	4321	01:17	37%
Eastern	474	00:02	98%	27882	00:39	27%	146558	01:08	31%	765071	01:07	31%
Central	302	01:47	94%	14844	01:16	47%	88394	01:07	44%	366063	01:00	45%
Mountain	0	00:00	0%	1642	00:07	84%	8851	00:00	40%	34413	00:01	43%
Florida	0	00:00	0%	11044	01:07	26%	48723	00:07	41%	291709	00:09	40%
USA	1284	00:00	97%	34082	01:00	44%	348922	01:00	47%	1400989	01:00	47%

- Real-Time Franchise Control
- Anywhere/Anytime Web Access
- Access From Any Smart Device or Connected Display
- Real-Time Incident Alerts
- Real Time KPI Comparisons
- TCNOPSTM Alerts



Local Server

QSR Digital Wall Board



- Announced Calls & On-Hold Reminders
- VIP Call Routing
- Silent Monitoring & Whisper Coaching
- Caller ID & Recording
- Service Level Gauges
- Remote Monitoring
- TCNOPSTM Alerts & Monitoring
- Increase Staff Productivity Resulting In Less Labor Requirement

Advanced Hybrid Cloud Technology

Broadband Connection

Automatic Broadband Failover

Automatic Call Routing



Greetings & Promotions

Accelerated Time-To-Service

