



## TOTAL CONNECT NOW™ AT-A-GLANCE

- **Visual Performance Suite (Remote Management Portal)**

- Increased Executive Real-Time Control
  - *Real-Time Alerts On All Store System Incidents*
  - *Real-Time KPI Comparison On All Stores*
  - *TCNOPS™ Alerts & KPIs On All Stores*
  - *Bi-lingual Call Routing*

- **Visual Performance Suite (Wallboard - Virtual Coach)**

- Increased Real-Time Store Team Effectiveness
  - *Time-To-Answer & Time-To-Service*
  - *Incoming Call Announcements*
  - *Caller On-Hold Reminders*
  - *Call Volume & Abandoned Calls*
  - *Listen, Coach and Train Staff*
  - *Daily, Weekly & Monthly Performance KPI*
- Integrated IoT Delivers Food Savings, Safety & Compliance
  - *Visual TCNOPS™ & KPIs*

- **Non-Stop Business Continuity**

- Multiple Network Resilience Levels
- Highest Quality Routing Protocol On Every Call
- Automatic LTE Wireless Broadband Backup

- **Other General TCN Benefits**

- Premier Managed Service
  - *Complete Equipment Maintenance & Support*
  - *Non-Stop Service Monitoring & Management*
  - *Superior HD Call Quality Phones & Service*
- Peak Demand Revenue Capture
  - *Unlimited Call Volume Capacity*
- Increased Upsell & Staff Development
  - *Whisper Coaching*
  - *Staff Call Recordings & Archiving*
  - *Increase Staff Productivity Resulting In Less Labor Requirement*
- Professional Greetings
- Call Queuing & Call Distribution
- Call Groups (Customers, Drivers, Vendors)

**To Schedule Your Free Demo,  
call 888-279-5358 or visit [www.unifiedoffice.com/contact](http://www.unifiedoffice.com/contact)**