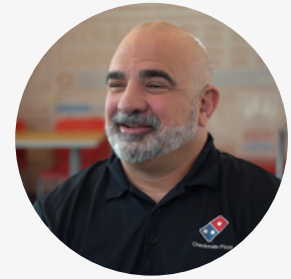


EngageIQ: A Game Changer for Customer Service

As a Domino's franchise owner, you understand the importance of making the human connection to boost customer loyalty and sales. EngageIQ™ is here to help. This AI-powered application automates the scoring of staff engagement with customers for training and peak performance. Acting like a virtual “secret shopper,” EngageIQ analyzes and scores every call based on your franchise's set of rules. Streamline your training, ensure consistent customer service, and reward excellence in your staff's performance.



"EngageIQ has been a game changer for our operations. It's like having a 24/7 secret shopper, ensuring every call meets our own high standards."

-Jerry Longen, Owner of Checkmate Pizza.

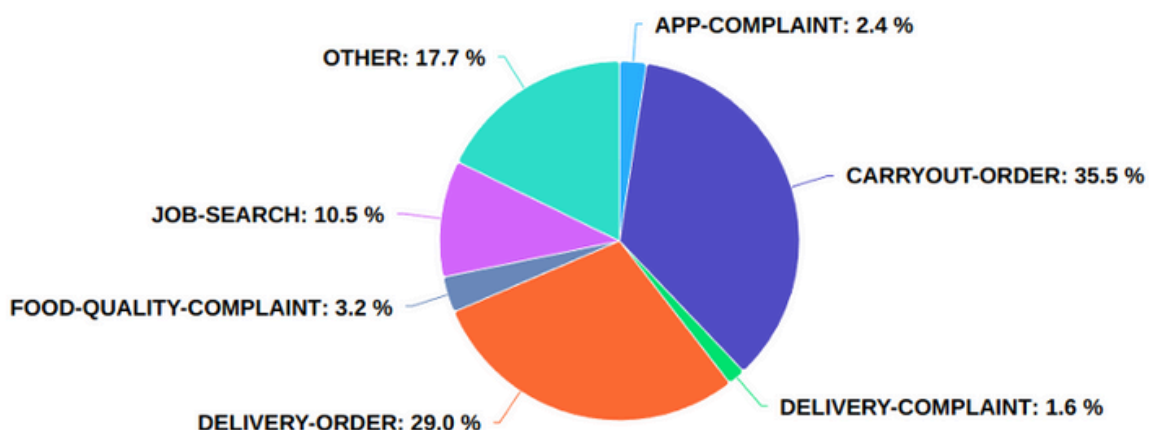
Store	All Scored Calls	☆☆☆☆	☆☆☆☆	☆☆☆☆	☆☆☆☆	☆☆☆☆
8813	447	20 (4%)	240 (54%)	140 (31%)	45 (10%)	2 (0%)
8716	392	36 (9%)	184 (47%)	126 (32%)	40 (10%)	6 (2%)
8811	258	18 (7%)	132 (51%)	75 (29%)	32 (12%)	1 (0%)
8812	219	5 (2%)	103 (47%)	93 (42%)	17 (8%)	1 (0%)
8876	215	6 (3%)	113 (53%)	74 (34%)	22 (10%)	0
8837	180	7 (4%)	98 (54%)	65 (36%)	10 (6%)	0
8887	173	13 (8%)	76 (44%)	66 (38%)	17 (10%)	1 (1%)

Store-by-Store Scoring Summary



EngageIQ is a key component of Unified Office's TCNIQ AI Analytics Suite. This suite featured applications for sentiment analysis, whisper-coaching, and more, all designed to elevate customer service, boost revenue, and streamline operations.

- **AI-Powered:** Utilizes advanced AI technology for accurate and efficient performance evaluation
- **Customizable Rules:** Scoring criteria especially tailored to your franchise's needs
- **Continuous Monitoring:** Operates 24/7, providing actionable insights and feedback
- **Real-Time Analytics:** Offers immediate insights into staff performance and customer interactions
- **User-Friendly Interface:** Easy to use, part of the TCN Manager's Portal



Call Categorization Summary

Discover the EngageIQ difference today!
Call us at (877) 589-3700 or visit www.unifiedoffice.com

Rapidly Train Staff While Delivering a Great Customer Experience

High turnover is a fact of life in the QSR industry, but compromising on customer service shouldn't be tethered to that hard reality. Hiring more staff to ensure the franchise makes a human connection with customers is essential. EngageIQ **facilitates swift training, using customizable rules** to meet your service quality standards.

- **Streamline training** to effectively manage business expansion and ongoing staff turnover
- **Measure conformance to quality standards** across all locations with your franchise's scoring rules
- **Provide real-time feedback** to staff for continuous improvement

Automate Your Secret Shopper Program

Secret shopper programs have long been used to monitor staff engagement, but they are labor intensive and subject to shopper biases. Transform your customer engagement initiatives with Engage IQ, your around-the-clock silent auditor. EngageIQ **monitors every call at every location**, providing unparalleled insights and quality control at a **fraction of the cost**.

- **Elevate customer satisfaction** by ensuring consistent, high-quality staff engagement
- **Pinpoint service gaps** with actionable insights
- **Guarantee quality assurance** with continuous rules-based auditing

Increase Average Ticket Price Through Gamification

Excellence in customer service can be fun with EngageIQ. Gamification boosts staff skills and team camaraderie, driving sales through incentives like top-performing store recognition, leaderboard positions, swag, and financial rewards. **Transform your franchise into a dynamic, performance-driven hub of excellence** with EngageIQ gamification.

- **Drive higher average ticket prices** through staff contests and incentives
- **Boost morale** by fostering a fun, friendly competitive workforce environment
- **Inspire your team** by setting goals and rewarding your top performers

For more than a decade, Unified Office has delivered reliable communications, analytics and other innovative solutions to Domino's franchisees.



Call for a demonstration of EngageIQ and see how Unified Office makes Voice and AI go to work for you!