Unified Office
total connect now℠

Fully Managed Communications Solution especially customized for the Quick Serve Restaurant Industry

Enhance customer loyalty by having a caller's key contact details "at-the-ready", integrated with Point of Sale Systems including Domino's and FoodTech

Connect callers quickly to the right person, without long hold times, with call flows you can easily configure and continually adapt to fit your business

CONNECT
COMMUNICATE
OPTIMIZE

Protect your business reputation by directly identifying and effectively resolving any customer-related issues in real-time with AI-based Sentiment Analysis

Improve the customer experience by monitoring team performance with a Visual Performance Dashboard displaying intelligent call handling metrics

Meet guest expectations and boost order accuracy with AI that automatically scores staff phone interactions - customized to your own service standards and training protocols

"Customer service is top notch…and returns on the investment in the system were faster and more than I expected. Now we are capturing all the calls we didn't know we were missing. Unified Office is much more than a service, it's a sales tool that captures and processes missing calls, and has helped me increase my business over 35% this year, and I couldn't have done this without them!"

Shane Switser
The Pizza Man

Reconnect with your customer!
To learn more or schedule a demo call 1-877-589-3700 today!

Customer service is always on the menu, and Unified Office helps you deliver the best with every order

Total Connect Now[SM]

Never miss a call or revenue opportunity with our highly reliable, patented communication platform

Call Classifier

Understand why customers are calling - whether it's for delivery, pickup, feedback, or other reasons- to uncover operational gaps and make smarter staffing decisions

Staff Engagement Scoring

Meet guest expectations and boost order accuracy with AI that automatically scores staff phone interactions - customized to your restaurant's own service standards and training protocols

Track Promotions

Automatically analyze call transcripts to detect promo code usage and measure campaign performance - helping you fine-tune marketing efforts and drive more repeat orders

Sentiment Analysis

Improve service and protect your brand by identifying and proactively responding to potential customer service issues in real time

Visual Performance Suite[TM]

Optimize team performance to improve the caller experience, by showing active calls, time-to-answer, hold times, and other KPIs, with the Visual Performance Suite

Call Flow Builder

Connect callers quickly to the right person, without queues and Music-on-Hold, with call flows you can easily configure and adapt to fit your business

Spoken Word Analytics

Gain valuable business insights about customer behaviors, in the context of spoken words (voice communications), using AI to scan all recorded calls to identify issues, interests, and uncover market trends

POS Integration

Enhance customer loyalty by having a caller's key contact details "at-the-ready" when your sales and service staff pick up the phone

Privacy Protection

Protect your customers and your business reputation by preventing sensitive data such as credit card information from being recorded

IoT Integration

Avoid costly business shutdowns due to equipment failure, with IoT monitoring of key equipment to collect trend data and pre-emptively trigger alerts in the event of out-of-spec conditions

Fully Managed

Focus on your business, knowing that you'll enjoy our unsurpassed 24/7 managed support as well as our continuous innovation!

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