BENBRIA®

BlazeLoop® Customer Engagement

BlazeLoop® Guest Engagement enables businesses to connect on-the-spot to the people they serve by capturing instant customer input from a variety of sources, such as customers' smartphones and social media, and directs it to front-line staff for action, resolution and operational improvement. Real-time metrics are available to all levels of management, holding the front-line staff accountable for saving at-risk guests, enhancing customer relations, and improving the experience for the next customer through the door.

Benefits

» **Increase Same-Store-Sales**
Improve repeat business and referrals by holding front-line staff accountable for improving the customer experience

» **Save At-Risk Customers**
Immediately know when a customer has an issue and resolve it on-the-spot
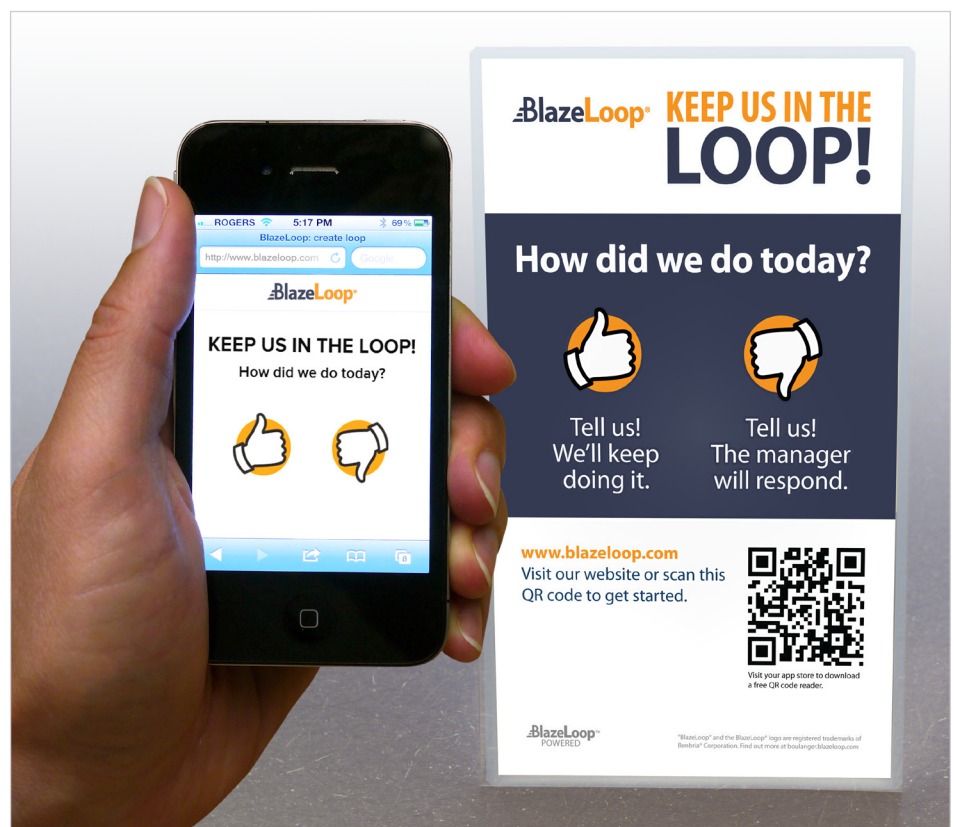
» **Improve Customer Relations**
Direct on-the-spot customer feedback to front-line staff and resolve issues in a timely manner

Contact Us

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What Customers are Saying About BlazeLoop

» **Rabah Corbane, Franchisee, Domino's**
Capturing instant customer feedback allows us to fix problems as they happen which has resulted in better guest relations and repeat visits."

» **Nyle Kelly, Director Operations, Brookstreet Hotel**
"On-the-spot feedback gives us visibility into at-risk guests and quickly respond to their needs and concerns while still on our property."