"Our sales are hurting because when the boss isn't watching our shifts become complacent."

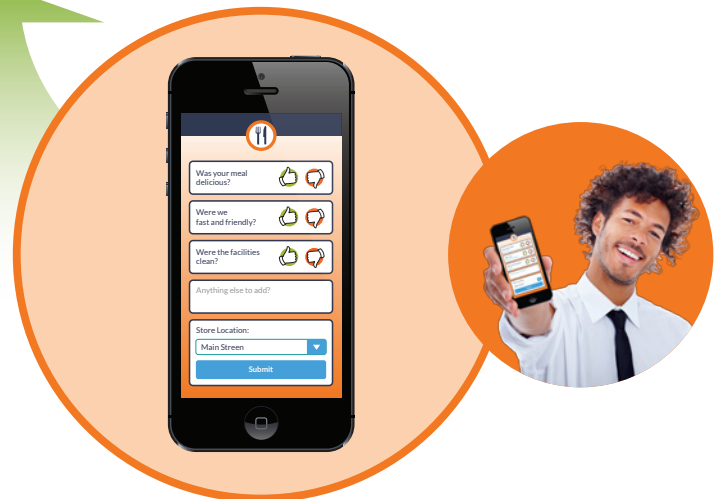## Live Scoreboard

Displays real-time customer input to front-line staff. Exposure to live metrics drives proactive staff behavior.

Food
Was your meal delicious?
👍 38 👎 4

Service
Were we fast and friendly?
👍 42 👎 1

Restaurant
Were the facilities clean?
👍 41 👎 2

In-Store Kiosk

Take 3 seconds!
Tell us how we did today

Was your meal delicious?
Were we fast and friendly?
Were the facilities clean?

Customers share their experience in three seconds or less; speed and ease of use drive use rates of 26 to 38%.

Mobile

Was your meal delicious?
Were we fast and friendly?
Were the facilities clean?
Anything else to add?
Store Location:
Main Streen
Submit

Act and close on personal comments from takeout, drive-thru, delivery and in-store customers.

BENBRIA®

Live Scoreboard

» Up-to-the-second customer insight on the quality of food, service and facilities

» Exposing employees to live metrics improves their focus on enhancing the customer experience

» Drives staff action while customers are still in the store
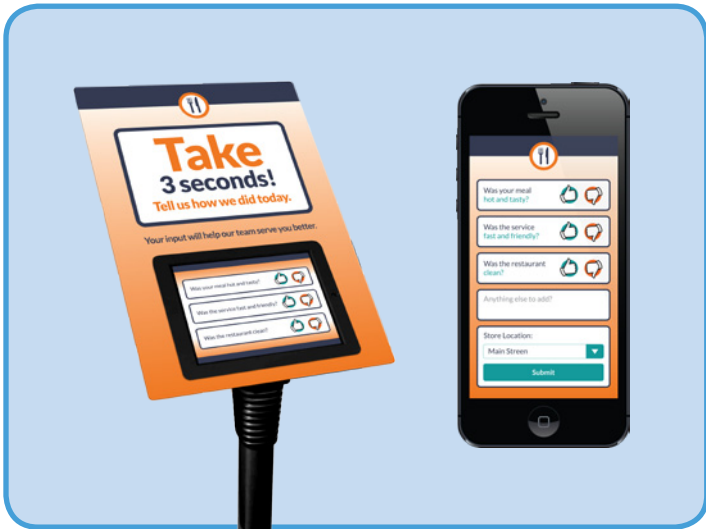
In-Store Kiosk and Mobile

» Email and SMS staff alerts

» 26-38% adoption rate; improve customer retention and loyalty by engaging customers directly

» Privately resolve issues before customers have a chance to leave dissatisfied or socialize their experiences publicly on social media
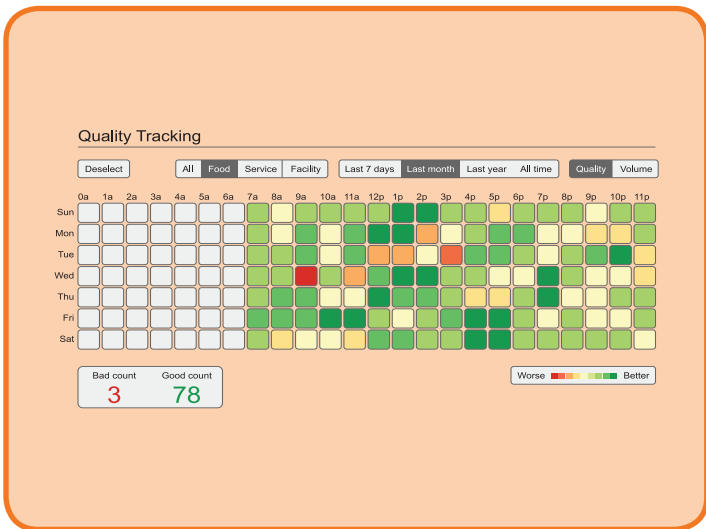
Real-time Analytics

» Real-time in-store KPIs

» Live reports identify exceptions, trends and strengths; compare and benchmark weekly, daily or shift data

» Reports are centrally tracked and available to management via web and mobile portals and email digests