

QSR Business Communications Service



"Total Connect NowSM enables us to service a higher volume of customers while measuring the level of store performance and quality of customer engagements throughout the day"

Rob Scheiper
MAR Pizza Group



Advanced Hybrid Cloud Technology

Broadband Connection

Automatic Broadband Failover

QSR Management Portal

MAR Pizza									
Store ID	Link	Backup Link	Open	Close	Local Time	MC	MC	MC	MC
1110					10-13-2017				
1111					10-13-2017				
1112					10-13-2017				
1113					10-13-2017				

Group Comparison									
Group	TCN	BL	TIS	Aut	TCN	BL	TIS	Aut	TCN
ADTNorth	1	00:00	100%	008	00:00	100%	008	00:00	100%
Eastern	174	00:00	90%	008	00:00	90%	008	00:00	90%
Central	305	01:47	41%	1084	01:47	41%	1084	01:47	41%
Mountain	0	00:00	0%	162	00:00	0%	162	00:00	0%
Pacific	0	00:00	0%	1184	00:00	0%	1184	00:00	0%
USA	138	00:00	91%	5452	00:00	91%	5452	00:00	91%

- Real-Time Franchise Control
- Anywhere/Anytime Web Access
- Access From Any Smart Device or Connected Display
- Real-Time Incident Alerts
- Real Time KPI Comparisons
- TCNOPSTM Alerts

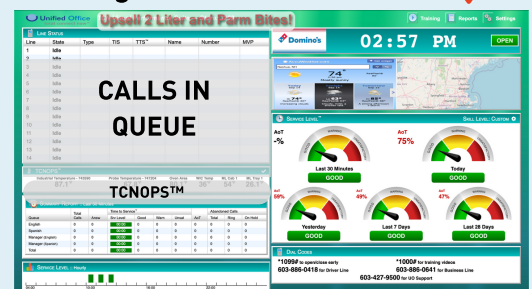


TCN



Local Server

QSR Digital Wall Board



- Announced Calls & On-Hold Reminders
- VIP Call Routing
- Silent Monitoring & Whisper Coaching
- Caller ID & Recording
- Service Level Gauges
- Remote Monitoring
- TCNOPSTM Alerts & Monitoring
- Increase Staff Productivity Resulting In Less Labor Requirement

Automatic Call Routing



Greetings & Promotions

Accelerated Time-To-Service



Never Miss an Order

Ensure Quality Service

Increase Staff Performance

Drive Higher Sales



Unified Hospitality Suite

Powered by

CREATING THE IDEAL PLACE THAT INSPIRES HUMAN POTENTIAL THROUGH
INNOVATIVE COLLABORATION



EXCEPTIONAL VOICE, VIDEO AND DATA QUALITY

TCNIQ ENHANCED AI TECHNOLOGY

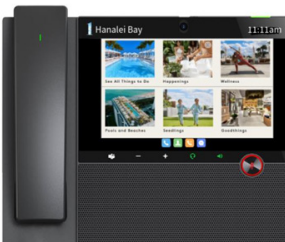
PATENTED HQRP PROTOCOL

BUSINESS CONTINUITY (LTE/4G BACKUP)

PASSIVE ROOM REVENUE GENERATION



Room Wellness Score



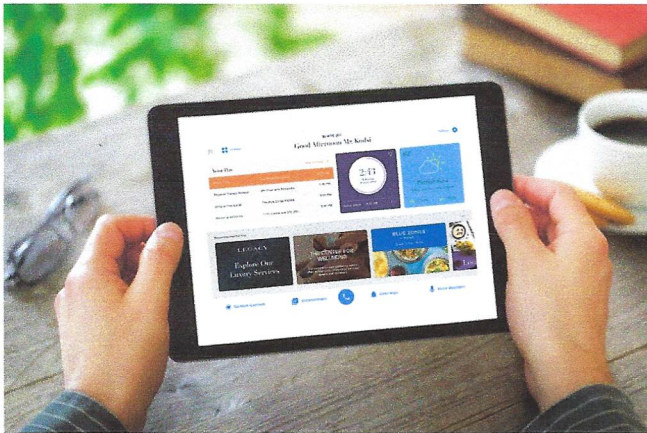
Restaurants, Valet and more

- COMPREHENSIVE BUSINESS ANALYTICS
- INNOVATED IN-ROOM PHONE OR TABLET
- INTEGRATION WITH LEADING PMS SYSTEMS
- 24/7 MANAGED SERVICE
- ZERO CAPEX - PROGRAMS AVAILABLE
- REPLACES PBX SYSTEM (CANCEL COSTLY MAINTENANCE PLANS)



TCN WELLNESS POWERED BY UNIFIED OFFICE

CREATING THE IDEAL PLACE THAT INSPIRES HUMAN POTENTIAL THROUGH INNOVATIVE COLLABORATION



Unified Office's Total Connect NowSM is an easy to use managed business communications service that integrates voice and video communications, messaging, business continuity, Internet of Things and business analytic tools all into one seamless, high quality, reliable communications service platform that can be configured to meet the unique needs of your clients.

TCN Wellness is an application that provides services to Communities and Hotel guests, whether it is from the comfort of the home or a Hotel room, clients can use the application to stay up to date with Entertainment, Local deals & savings, Transportation services, Community Events, Property Maintenance, Health and Wellbeing, Fitness, Nutrition and so much more!

The Benefits include:

- Exceptional voice, video and data quality.
- Patented Over The Top Transmission Network.
- IOS and Android SIP client options.
- Business continuity (Coax, DSL or LTE back up).
- Management portal ('real time' information and analytics on any smart device).
- Seamless integration with applications.
- Highly configurable.
- Superior customer service and support.





Fully Managed Communications Solution especially customized for the Automotive Industry

Enhance customer loyalty by having a caller's key contact details "at-the-ready", integrated with Dealer Management Systems including eLead, Tekion, DealerSocket, and other DMSs



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

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

Build stronger customer relationships by enhancing sales staff effectiveness with AI-based Whisper Coaching suggestions, delivered in real-time

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

"The quality, reliability, and innovation that Unified Office brings to our dealership has been quite simply outstanding. We never miss a customer opportunity, no matter where we are throughout our footprint, enabling us to be mobile. They have helped us to focus on delivering the highest quality customer engagement and service to our clients."

Carly Christensen, Corporate Controller,
Rana Management Auto Group, of Florham Park New Jersey

Reconnect with your customer!

To learn more or schedule a demo call 1-877-589-3700 today!



Speed is the new currency of business, and at Unified Office, we ensure you're always in the fast lane

Total Connect NowSM

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

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

Internal Call Center

Enhance the customer service experience and your brand reputation with an efficient employee-staffed call center

Visual Performance SuiteTM

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

Sentiment Analysis

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

Privacy Protection

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

Whisper Coaching

Build stronger customer relationships by enhancing sales staff effectiveness with AI-based Whisper Coaching suggestions, delivered in real-time

IoT Alerts via Alexa

Reduce business risk by receiving "Mission Critical" IoT notifications by all modes of communications, whether it's by voice, text, email or even Alexa

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

DMS 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

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!



The Legacy Hotel & Residences Selects Unified Office, Inc.

Unified Office and The Legacy Hotel & Residences

The Legacy developers are leading innovators in their market segment and innovative businesses need innovative partners. The Legacy chose Unified Office because of the world-class innovation it brings to the hospitality industry. Unified Office are relentless innovators having developed and patented the industry's first reliable transmission system capable of delivering high-quality real-time communications such as voice, video, and machine information over the Internet. This patented system forms the basis of an extensible platform of innovation that provides services that range from basic voice communications and analytics to labor productivity and Telehealth solutions products.

- Unified Office helps you create the perfect stay for guests
- In-room concierge communications portal provides a 360-degree view of all of the services available within The Legacy
- A patient/physician exchange Telehealth solution linking doctors and patients with the ability to convey vital health information in real-time
- Highly configurable platform easily adapted to the way you want to work
- Calls for services, reservations, or room service for example are never missed and can be configured by the hotel staff as needed
- Performance dashboards, reporting analytics to help increase labor productivity and overall effectiveness
- Internet of Things system that ranges from delivering vital information from refrigeration systems to Telehealth sensor information in real-time
- Hotel staff can now respond immediately to requests for last-minute reservations or guest communications at any time and anywhere.



Stephen Watson

Managing Partner of Legacy Medical Holdings, a RPC Company

"The Legacy is combining the very best of luxury hotel hospitality with a one-of-a-kind world-class fully integrated medical, wellness and health center. All of our partners by definition must be true innovators in their class. Unified Office is a true innovator with the vision and execution DNA to turn ideas into reality."





TCNOPS™ – Total Connect Now Operations Performance Suite

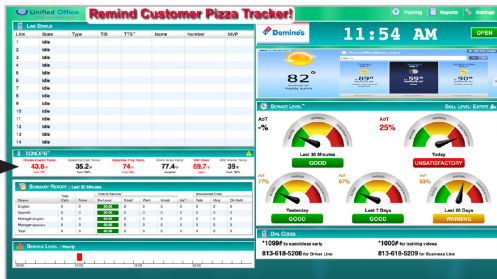
Dramatically Increase Food Savings, Safety, and Compliance!

TCNOPS offers real-time tracking and alerts that allow you and your operational team to manage each store's refrigeration, prep table, and exhaust fan providing the following key benefits:

- **Integrates with Unified Office's Visual Performance Suite (VPS) Wall Board** - No more confusion with multiple screens that store managers and CSR's must follow. Designated personnel and management receive audible and visual alerts.
- **Integrates with Unified Office's Management Portal** - All-in-one executive view of every franchise store TCNOPS sensor temperature band violations.
- **Enhances Food Safety** - Keeps food within safe temperature limits whether in make-trays or in coolers.
- **Ensures HCCP Regulatory Compliance** - Helps your store staff manage your store prep table, refrigeration, and exhaust fan to meet HCCP compliance with real-time monitoring and alerting.
- **Helps Identify "Root Cause" Problems Early** - Provides real-time proactive trending and failure analysis for each store element.
- **Enhances Food Inventory Waste Management** - Food savings and waste reduction provides payback in months.

Integrated Audio & Visual Alerts on Wallboard

TCNOPS Status



Franchisee Augusto Garcia Team Springfield Pie

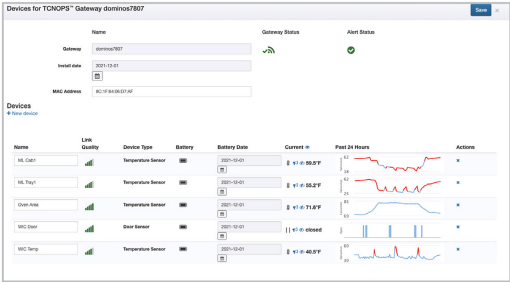
"...had the best visit ever from a city health inspector after installing the TCNOPS service!"

"...We always lost OER points for refrigeration and now this new TCNOPS service helped my store earn at least 1 extra star every OER inspection!"

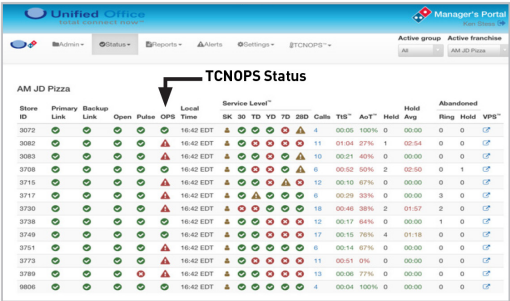
"...We finally have control of the walk-in cooler door and out-of-range temperature limits, saving 0.5% of my actual food costs. In a store that does over \$1Million per year, that 0.5% of savings (~\$5000) pays for the entire system in months and the rest is profit!"

TCNOPS™ Reports and Alert Samples – TCNOPS™ Service Components

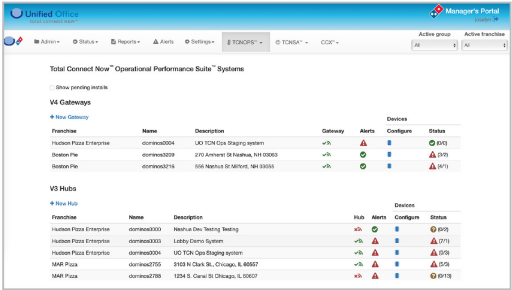
Real Time Integrated Sensor Display (Manager's Portal)



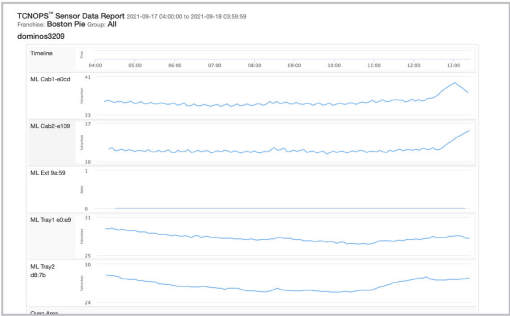
Integrated OPS (Manager's Portal)



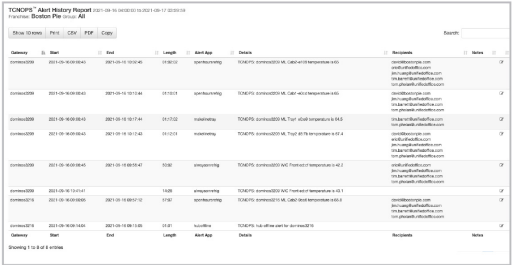
Integrated Summary Status Alert Screen



Integrated Sensor Data Report



Sensor History Report



Fully Managed Communications Solution especially customized for the Medical/Dental Industry

Enhance customer loyalty by having a caller's key contact details "at-the-ready", integrated with Practice Management System including Dentrix, Open Dental, and Eaglesoft



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

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

Build stronger customer relationships by enhancing sales staff effectiveness with AI-based Whisper Coaching suggestions, delivered in real-time

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

Unified Office has an extremely flexible, innovative voice communications platform. The reliability and quality of their platform is outstanding. Their integration with our practice management system coupled with the ability to easily change our workflows when needed has really helped our practice work better. Their voice and texting integrations with our practice management system are extremely important. Their support is outstanding-they are always available to help us when needed, always responding in a timely fashion. Every dental practice should use Unified Office."

Dr Mark Hanna
Grace Dental Care

Reconnect with your customer!

To learn more or schedule a demo call 1-877-589-3700 today!



In a world where every second counts, Unified Office ensures your practice never skips a beat

Total Connect NowSM

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

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

Internal Call Center

Enhance the customer service experience and your brand reputation with an efficient employee-staffed call center

Visual Performance SuiteTM

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

Sentiment Analysis

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

Privacy Protection

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

Whisper Coaching

Build stronger customer relationships by enhancing sales staff effectiveness with AI-based Whisper Coaching suggestions, delivered in real-time

IoT Alerts via Alexa

Reduce business risk by receiving "Mission Critical" IoT notifications by all modes of communications, whether it's by voice, text, email or even Alexa

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

PMS 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

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!