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Dear Cathy,

Food safety is a major hot button issue in the restaurant industry right now.

*Do you need help staying compliant with the latest food safety regulations?  
Do you want to spend more time on business and employee development and less time  
worrying whether a refrigerator door was left open?  
Do you know much revenue you're missing out on because your phone system and CSRs can't  
handle the volume of inbound phone calls particularly during peak periods?*



Download [this case study](#) to learn how this Domino's Franchisee uses Unified Office's Internet of Things (IoT) Food Safety Program to remain compliant and avoid food waste and any reputational damage that could result from non-compliance.

**Learn how this franchisee:**

- Automatically monitors refrigeration, fan exhaust emissions, prep table temperatures, door sensors, and other components for compliance and temperature

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such as washing hands or checking make table temperatures.

- Quickly and easily analyzes IoT data.
- Does all of the above without having to install and manage its own IoT temperature management solution.


Click [here](#) to download this case study



**See you this week at the DFA National Meeting!**

Thank you,  
Ken Stess  
VP Sales & Business Development  
Unified Office

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 **Call Us Today!** [\(603\) 319-1046](tel:(603)319-1046)  
[info@unifiedoffice.com](mailto:info@unifiedoffice.com)



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## NEW! Order Status Announcements Available

For calls that have been classified as "manager" calls, we have added the ability to play an announcement to callers detailing the status of their in-process orders. For review, a manager call is when it is detected that a caller has called "recently" -- usually between 10 and 120 minutes ago.

When configured, these callers will hear an announcement about their in-process orders. The announcement will start:

**Your recent order, received N minutes ago, is**

Where 'N' is the number of minutes ago that the order was received, and then continue with one of:

- **'in process'**, for orders on the makeline
- **'in the oven'**
- **'waiting for a driver'**, for delivery orders that are on the routing station
- **'on its way. It left the store N minutes ago'**, for delivery orders that are 'out the door'. Again 'N' is the number of minutes.
- **'ready for pickup'**, for pickup orders with 'Complete' status



For example, a message that a caller could hear is:

**Your recent order, received 15 minutes ago, is on its way. It left the store 4 minutes ago.**

## Enabling Order Status Announcements

To enable order status announcements for a store, go to 'Admin->Stores->storeid' in the Manager's Portal (<https://portal.uotcn.net>).

### Features

Enable incoming text messages	<input checked="" type="checkbox"/>
Enable order status announcements on manager calls	<input checked="" type="checkbox"/>
Order status announcement voice (English)	<input type="text" value="Joanna"/> 
Order status announcement voice (Spanish)	<input type="text" value="Lupe"/> 

Check the enable order status checkbox and choose your English and Spanish voices, then click 'Save'.

**IF YOU NEED ASSISTANCE PLEASE CALL**

**603-427-9500 OPTION 1 or email [Support@unifiedoffice.com](mailto:Support@unifiedoffice.com)**



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## Unified Office: Keeping Your Business Up and Running Throughout the Pandemic and Beyond!

April 2020

In this Issue:

[Letter to Customers](#)[Did You Know?](#)[What's New?](#)

### Did you Know That Unified Office:

- Is a “managed service”, proactively monitoring and resolving problems “24X7”.
- Just received its 2nd patent for its HQRP transmission network.
- Provides unparalleled service, voice quality, and business continuity through a hybrid premise & cloud service architecture.
- Offers a virtually unlimited feature set that constantly evolves as markets evolve, preventing service obsolescence through its unlimited configuration capability.

We understand that these are uncertain social and economic times for all of our customers. We are all naturally very focused on the impact that COVID 19 is having on our lives and our businesses.

At Unified Office we are working at full force to help our customers get through the next few weeks/months. The good news is that we are having great success keeping our customers' businesses up and running during this crisis. We want to hear from you on how we can help you!

I started the company because I saw a shift in work habits with companies becoming increasingly virtual. I wanted to

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reliably without the need for expensive legacy techniques like T1 phone circuits. Once we accomplished this it was time to make VoIP go to work for you and your business. We accomplish this in many ways.

Our restaurant customers like Dominos, for example, use our real-time data behavioral analytics to improve their customer order capture and customer service particularly during peak ordering periods. We also assist them in implementing contactless delivery. For example, once their customers arrive for order pickup at a restaurant, they simply call the store and press option 2 and it will notify the team members that they are outside and ready for pickup.

The virtual office has become a common place reality for many businesses across the country with the current pandemic creating the need for every business to all of a sudden having to shift to a virtual office environment. With Unified Office your business will be able to adapt to a variety of situations and can be easily reconfigured as situations warrant.

Other ways that Unified Office is helping our customers include the following:

- We can easily route calls to any location and can configure office/store phones to receive calls in the confines of an employee's home.
- This allows appointments to be made and orders to be placed remotely, enabling employees to practice "social distancing" while keeping businesses running, enabling team members to stay employed.
- We can also route inbound calls to any store or office location(s) to consolidate a labor force. So, if a business needs to close a store/office in an area, it can still service that store's customer volume from an adjacent store/office.

At Unified Office we figured out how to make VoIP work at scale for users by building a reliable, high quality voice communications network that does not require expensive T1s or MPLS services. We reinvented business communications, providing a service, that also scales to meet the needs of the largest enterprises. Unified Office then added value-added functionality via layered services such as real-time analytics,

analytics unique to your business.

- Leverages Internet broadband, while eliminating the need for expensive legacy circuits like T1 lines.
- Offers a formidable remote management and configuration capability through its "any device, anywhere" web-based portal services.
- Increases restaurant food safety compliance via its IoT-based TCNOPS™ service.
- Offers customizations for different vertical markets
- Integrates with the CRM software for each vertical market
- Integrates IoT services executive control through its Operational Management Services portal.
- Offers performance-based analytics, a virtual operator console, workflows and automated scheduling and appointment reminders

## Unified Office In the News Continued:

2/12/20, *Hospitality Technology*, [Unified Office Enters Hospitality Market with Business Communication Tool](#)

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Unified Office provides a business communications service custom tailored to the needs of various market verticals (for e.g., Restaurants, Hospitality, Automotive Dealerships, Dental Practices, Law firms, and many others). Unified Office puts the tools of real-time data analytics and vertical market software integrations into the hands of employees on any device, anywhere with full access to a console containing customer/patient history, billing, etc. - perfect for today's social distancing, but greatly enhancing productivity, customer service and customer experience, on any device, anytime and from any location.

Customers never miss a call/business opportunity, while benefiting from:

- Customized communications workflows
- Real-time analytics for customer service training, coaching and behavioral performance metrics
- IoT services for a real-time view of changes in operational performance levels and actionable intelligence to improve operations
- Automated notifications, appointment confirmations and scheduling
- Business continuity
- An integrated portal for service configuration and management

Unified Office is committed to keeping your business up and running throughout the pandemic and beyond! Keep the faith. This too shall pass. Together we will get through this bump in the road and will emerge even stronger than before.

Let us help you design a communications solution that goes to work for your business.

Sincerely,

Raymond J. Pasquale  
 Founder and CEO  
 Unified Office, Inc.

*Magazine*, [Raymond J.](#)

[Pasquale: Reinventing Business Communications](#)

10/15/19, *Boston Herald*, [The New Hampshire Business Review Awards Unified Office CEO a 2019 Business Excellence Award.](#)

10/3/2019, *FSR/QSR*, [Unified Office Unveils Food Safety Service](#)

10/7/2019, *PMQ Magazine*, [Unified Office Announces a Food Safety Service Platform for Restaurants](#)

10/3/19, *RFID Journal*, [Unified Office Officers IoT-Based Restaurant Food Safety Service Platform](#)

10/3/2019, *Industrial IoT*, [Faster, Fresher and Safer Food Made Simpler](#)

10/2/2019, *Smart City Sentinel*, [Unified Office Announces Food Safety Service IoT Platform for Restaurants](#)

10/1/19, *CIO Look*, [Unified Office's Raymond J. Pasquale, An Industry Veteran With Exemplary Management-Skills](#)

9/30/2019, *MSP Today*, [Unified Office Brings Unified Communications, IoT, AI to Restaurant Industry](#)

8/21/19, [Unified Office Makes CRN's Pioneer 250 for 2019, as](#)

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Rich Tehrani, CEO and group editor-in-chief of TMC, interviewed Unified Office's CEO, Ray Pasquale, at the 2020 ITE expo in February. Watch the video interview [here](#)

In this [video](#) Evan Kirstel interviews Ray Pasquale, CEO of Unified Office, on the increasingly nomadic workforce and today's work from home mandates. Unified Office was built for times and workers like these.

2/11/20, *TMC News*, [Unified Office Announces Hospitality Management Suite for Hotels, Enabling Increased Productivity and Room Monetization Once Again](#)

2/11/20, *Telecom Reseller*, [Unified Office Announces Hospitality Management Suite for Hotels, Enabling Increased Productivity and Room Monetization Once Again](#)

2/12/20, *Hotel Management*, [Unified Office releases hospitality-management suite](#)

[Schedule a Meeting](#)

7/17/19, [Unified Office named to Silicon Review's 50 Fastest Growing Companies of 2019](#)

5/8/19, *ChannelVision*, [Unified Office Receives Second Patent for Highest Quality Routing Protocol Transmission Network](#)

3/18/19, *Yahoo Finance*, [Unified Office Announces Visual Call Flow Builder at Enterprise Connect](#)

3/1/19, *New Hampshire Business Review*, [Unified Office receives Best of Business award from NH Business Review](#)

#### Recent Awards:



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