



KANEKT 365
RESTAURANT CALL CENTER

THRIVE
PIZZA POINT-OF-SALE

**You are the EXPERT
IN THE PIZZA INDUSTRY**

**WE ARE THE EXPERT IN
CUSTOMER SERVICE &
ORDER TAKING**



Together = Synergy
The sum of the parts is greater than the whole



OUR CALLAGENTS

Dependable and Friendly Call Agents
Use Consistent Call Script with Upsell
Mystery Shopper Score 94.6%
All Calls answered in Quiet Office Setting
Trained in Customer Service



OUR LOCATION

Centralization = More Efficient
We Recruit, Hire & Train
We Manage & Monitor Calls
All Calls Recorded
PCI/DSS Compliant



OUR FLEXIBILITY

Onboard & Ramp up Quickly
Agents become an Extension of your Staff
Open 24/7/365
Change Specials on the Fly
Open to any Suggestions



KANEKT 365
RESTAURANT CALL CENTER



www.kanekt365.com



833-526-3588



585 Union Avenue Suite 7 Laconia NH 03246

HOW IT WORKS ?

CALL CENTER SERVICES

For the Pizza Industry



1

Your Customer Call You Store



2

Call Transfers to Our Call Agents



3

Order Processed Through Your Pos



4

Your Delivery Person Delivers

HOW DOES IT WORK?

POS INTEGRATION REQUIRED

Our call agents place orders into Kanekt 365's POS



integrates with:



THR!VE

PIZZA POINT-OF-SALE

Pricing

95¢ PER CALL

PRICES INCLUDES:

- ✓ No Setup Fee
- ✓ Dedicated Team of Call Agents
- ✓ Recruiting, Hiring, Training Included
- ✓ Management & Quality Assurance Included
- ✓ All Calls Recorded
- ✓ Weekly Call Reports
- ✓ Interactive Voice Response (IVR) Included
- ✓ Telephony Included



No Long Term Contract

Enter you Store's Weekly Sales Statistics To See Estimated Return on Investment

Avg. Weekly Revenue

\$18,000

Avg. Weekly Payroll

\$5,000

Stores Average Ticket

\$22

% Online Orders

35

% Walkin Orders

5

Hour Open Per Week

86

Number Of Stores

1

Number of Transactions Per Week

818.18

Results may vary

Percentage of Phone Orders

60%

Cost Per Day (Handle All Phone Orders Open to Close)

\$66.62

Number of Orders by Phone

490.91

Cost Per Hour (Unlimited Call Agents)

\$5.42

Estimated Number of missed calls per week

49.09

Number of Sales to Cover Daily Cost

2.42

Estimated Increase in Revenue from missed orders

\$1,349.48

Weekly Savings by Store

\$2,361.16

Estimated Increase in Revenue from Upsells

\$1,078.04

Annual Savings by Store

\$122,780.32

Estimated Labor Saving Per Week

\$400

Weekly Savings by Total Group of Stores

\$2,361.16

Total Savings & Increase in Sales

\$2,827.52

Annual Savings by Total Group of Stores

\$122,780.32

Our Weekly Cost

\$466.36

How Do You Place a Value on?

Better Customer Service • Increased Repeat Business

Increased Employee Productivity • Decreased Make Times

Better Employee Morale • Less Stress • Decreased Employee Turnover

What Our Customers are Saying?

Increased Total Transactions

- Unlimited Phone Lines
- Guests No Longer Have to Wait on Hold
- No More Missed Calls Due to:
 - Employees Being Too Busy
 - Phone Lines Being Busy
 - Forgetting a Customer on Hold
 - Employees Not Answering Calls Close to Close so They can Get Out on Time

Reduce Labor Costs

- Reduce Labor Costs Exponentially
- Reduce Recruiting, Hiring, & Training
- Flat Rate - NO FICA, FUTA, SUTA, Worker's
- Comp or other Payroll Costs
- With Minimum Wage Increasing:
- Cut 12-50+ Hours Per Week Depending on Call Volume

Increase Average Ticket

- Call Agents Trained to Upsell on EVERY Order
- Increasing Every Location's Average Ticket
- Call Agents Incentivized to Increase Sales



KANEKT 365
RESTAURANT CALL CENTER

THRIVE
PIZZA POINT-OF-SALE

Benefits of Our Program Order Taking Service

Improve Customer Satisfaction

- World Class Service
- Calls Taken in Quite Professional Office Setting
- Consistent Call Script
- Dependable Customer Experience
- Friendly & Professional Call Agents

Increase Employee Productivity

- Reduce Make Time by Over 1 Minute
- Streamline Business Operations
- Decrease Headaches and Constant Interruptions
- Never Take Another Call Again
- In-House Staff Able to Focus on Guest

Increased Employee Morale

- Reduce Turnover
- Happier Managers
 - One Less Station to Manage
- Ability to Maintain and Improve Service Metrics