

## Accelerated customer support response via automation for a major restaurant operations solutions provider

### About the Client

01

Founded in 2015, the client is a technology company dedicated to simplifying and enhancing restaurant operations through innovative solutions

02

Seamlessly connects third-party online ordering platforms with restaurant point-of-sale systems, automating order transfers to reduce manual entry and errors

03

Helps all types and sizes of restaurants operate their off-premise business, streamline operations, and enhance profitability through technology

### Business Needs

- Resolve restaurant's order integration challenges with dedicated support
- Provide Salesforce support
- Reduce manual intervention and accelerate resolution through process automation

### Solutions



- Provided tier 1 and tier 2 support 24x7, resolving order integration issues and offering technical assistance for client applications
- Enabled automated alerts in Salesforce to instantly alert managers, ensuring quick resolution
- Supported legacy clients and restaurants 9x5 with daily manual menu updates, changes, and publishing requests
- Processed customer requests to update items in various POS systems and publishing to applications, including Uber, DoorDash, and Grubhub
- Integrated Avochato Chatbot to streamline Salesforce interactions
- Improved performance through data sharing and weekly report analysis
- Streamlined queue management to allocate tasks and clear queues by EoD
- Minimized manual tax entries by introducing a unified tax rate field for menu items
- Automated processes to:
  - Map Salesforce data on a managed package of Maxio and Catalyst
  - Transfer emails on Stripe
  - Implement omnichannel to route cases
  - Created roll-ups on logo object

### Technology Stack



### Business Impact

Achieved a **faster issue resolution time**

**Reinforced customer satisfaction** significantly

**Optimized workflows**, by automating work for data entry, refunds, and agent task allocation

**Minimized human intervention** to ensure error-free updates in tax rate addition

## Cybage Retail Services



Retail Transformation



Integrated Commerce Enablement



TechNovative Solutions



Retail Product Engineering

**Harnessing effective tech support and automation  
to enhance customer satisfaction**

[business@cybage.com](mailto:business@cybage.com) | [Explore More](#)

