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## Workpulse GiSMo

The pulse of your guest satisfaction  
In the palm of your hand.

### What You Get With Workpulse GiSMo



#### Guest Satisfaction Management System

Process and organize your guest complaints quickly, giving you and your team end-to-end visibility into the status of each case.



#### Automated Notification

Inform and engage owners of complaint cases right away through push notification. Drive staff to resolve guest complaints quickly.



#### Guest Complaint Tracking

Eliminate the need to use emails, spreadsheets, text messages, and phone to track the full-lifecycle of guest complaints.



#### Real-time Status

Track and view the status of each guest complaint real-time. Always know what's going on and if you made things right with your guest.



#### Case-by-Case Progress Visibility

Progress visibility helps you maintain and improve your guest satisfaction service goals per store and organization-wide.



#### Cloud-based Platform

Enterprise-class GSM platform designed for your simplicity, security, and convenience.



#### Configurable Setting

Control all of your GSM needs from your web portal. Make updates easily with no help needed from us. Easy and intuitive interface and workflows.



#### Roles & Rights

Set user roles and permissions for your staff members. Automatic controls and views keeps your staff focused on their responsibility.



#### iOS & Android Compatible

Access all of your GSM cases and information on your mobile phone. Empower your staff to improve guest experience and happiness.



#### Simple One-Time Setup

No install or setup fee. No lengthy implementation schedule. Get started in a matter of minutes with a simple, one-time setup.



#### One Place, One Login, Anywhere, Anytime

Access your GSM information in one place, with one login, anywhere, anytime



#### All Your Data In One App

GiSMo provides you access to all of your guest complaints in one, easy-to-use app, eliminating email & spreadsheet inefficiencies.

# Workpulse GiSMo Helps You

## Reduce Time to Guest Complaint Resolution

Eliminate the need to rely on emails, spreadsheets, text messages, and phone to manage your guest satisfaction service goals. GiSMo will process and notify the right owner of each case through mobile device push notification. GiSMo will also calculate average initial resolution time and average close time to ensure your team resolves complaints quickly and decisively.

## Manage Quicker, Make Faster Decisions, Empower Staff, Reduce Systemic Issues

Through push notification, badges, and complaints dashboard, your staff is empowered to make quick decisions to “make it right” and to detect and solve systemic and persistent issues. Franchise owner and management is able to gain a birds-eye view as well a case-by-case visibility to ensure guest satisfaction service goals are maintained and/or improved.

## Maximize Happy & Loyal Guests So You Can Focus On Growing Your Business

Poor tasting food, long wait times, inaccurate orders, unfriendly employees, and poor service are just a few reasons that contribute to declining guest loyalty and losing guest completely. The impact to your business can be severe---Lost revenue, decreased profitability, and negative exposure on social media. Workpulse GiSMo allows you to eliminate inter-store and intra-store problems while focusing the attention on maximizing your guest’s experience and happiness.

## How It Works

