



## National Restaurant Chain Streamlines HR Data and Improves Customer Experience

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**Situation:** Our client, a leading restaurant organization, sought a strategic partner to provide HR Data Operations support services. The objective was to enhance customer interactions through telephone, web, and email while adhering to defined Service Level Agreements (SLAs) and Standard Operating Procedures (SOPs). The primary goal was to ensure a positive customer experience and streamline operations. Additionally, the partner would be responsible for managing support agents and providing necessary hardware. They turned to TRC Talent Solutions.

**Solution:** TRC established essential telephone, web, and email support channels, with a ticketing system for streamlined issue resolution. Support agents underwent specialized training for a positive customer experience. SOPs ensured consistent support processes, improved through feedback and analysis. Agents were supported by advanced tools for efficient problem-solving. Non-ServiceNow requests were seamlessly integrated into the system. Support agent management involved rigorous selection, training, and performance monitoring. TRC provided necessary hardware and addressed connectivity issues.

**Results:** The solutions implemented by TRC yielded significant outcomes for the client's support operations. Streamlined processes and optimized resource allocation led to the timely completion of tasks and improved response and resolution times. Integration of a ticketing system and ServiceNow enhanced tracking and accountability. Customer feedback analysis drove continuous improvement, enhancing service quality and satisfaction. Efficient queue management and proactive communication minimized wait times. TRC consistently delivered timely responses and resolutions, ensuring a positive customer experience.

