



FRANCONNECT HUB

ENGAGE STAKEHOLDERS WITH A
CENTRAL COMMUNICATIONS HUB

Envision the day when all your franchisees or location managers are active participants in the collective growth of your system. Getting there requires consistent communication, information sharing and development that only FranConnect can deliver.

IMPROVE MANAGER AND OWNER ENGAGEMENT

Maintain active engagement with your franchisees, or location managers, and improve communications, promote collaboration, and provide greater support while reducing costs. The Hub is a single place for brands to easily find and access the tools, information, and engaging content they need to develop and grow.

Bring all your critical content into a single, secure, permissions-controlled hub. Centrally manage and share operations manuals, marketing assets, and more, while maintaining version control.

Easily create a searchable FAQ knowledge base to provide instant answers to common questions and alleviate support costs. Build reply templates to simplify FAQs such as password reset, common functionality, etc.

Track tickets, response rates and support history by unit all within the same centralized franchise management platform.

FEATURES AND BENEFITS

- Centrally Manage Key Materials
- Address Common Requests
- Build a Community
- Track Support Requests in One Place
- Access All Content via Desktop or Mobile

FRANCONNECT HUB is the central location for all information for both franchise and multi-location operators. A centralized hub ensures that all information is at the fingertips of those that need the information daily and that all documents stay up to date through version control. Furthermore, locations can submit support tickets and provide feedback to the central office ensuring that locations and headquarters have an avenue for two-way communication.