

FOOD SERVICE COMPLAINTS



BRIANNA'S STORY

Brianna's Del Sol is a Food Manufacturer that crafts appetizers using 100% real cheese & batch-mixed sourdough at their creamery.



THEY NEEDED A SYSTEM...

Brianna's Recently acquired John WM Macys and needed a reliable software system to manage incoming complaints.



ISSUETRAK WAS THE ANSWER

They really like Issuetrak, having already implemented it for their Salad Dressing franchise. Brianna's wished to manage complaints of both entities with the same configuration.



A SYSTEM TO SMOOTH OUT THE PROCESS

Brianna's Del Sol was able to easily expand their instance to immediately start processing issues for another branch of their business.



TOP ISSUETRAK FEATURES FOR SUCCESS

- Issue Hub
- Webforms
- Custom Messages