know'N'act helps Mayuri engage customers and increase revenue

Mayuri is a well-known name for quality food and related services in the Redmond/Bellevue area in the Seattle suburbs. Mayuri needed an effective way in which to engage customers and gain insight into their perceptions. Enabling them to provide exceptional customer service.

Mayuri is using know'N'act to capture their customers' feedback in real-time so they can address issues instantly via the Alerts manager built into know'N'act. Further, Mayuri uses know'N'act to drive greater customer engagement so for the very first time, they have a way to create an ongoing relationship with their customers. The coupon system within know'N'act helps Mayuri generate coupons that can be redeemed at a future date, helping to drive up revenue and speed up repeat business. Mayuri has seen a tremendous response rate through know'N'act with hundreds of customers providing valuable feedback and building a stronger relationship with the brand.

Overview

Mayuri Bakery - Delicious food and reasonable prices bring in the crowds who love the no pretense atmosphere. Run by Mahidhar Reddy and part of the respected Mayuri Family of businesses, this is a place for Chai, Chaat and Chat. Hang out here if you want a taste of India or when you feel nostalgic about home.

instant **alerts** sent to the staff who can take immediate action

real-time, location-based, actionable customer **insights**

communicate

insight

happier customers, higher revenue, more accountable staff add up to better operations and **higher profitability**

optimize

create lasting **relationships** with your audiences

engage

report

rich, detailed **reports** dashboard, showing you the health of your business