



McDonald's Center of Excellence

Introducing McDonald's Center of Excellence

NCR Voyix is excited to introduce our new and redesigned customer experience for the **McDonald's Owner/ Operator community**. We have re-organized to provide an improved experience for you and your restaurants.

Why the change?

- **Your Voice** is vital to us. You spoke and we listened. NCR Voyix has re-structured customer care operations to improve service levels, resolution times, and communication, to save you time while running your business.

What changes have we implemented?

- A newly established **McDonald's Center of Excellence (MCE) with a dedicated staff, refined workflow, and continuous improvement practice.**
- A **First Contact Resolution** approach within the MCE, providing:
 - **Single, reliable** contact point of entry
 - **Faster Resolution** to your requests
 - **Dedicated & Specialized Tier 2** teams for complex requests, & ownership until resolution is achieved
 - **Closed Loop Communication** and frequent follow-ups as we work toward resolving your inquiry
- **Continuous Improvement** roles dedicated to proactive monitoring and execution of ongoing improvements
- **Improvements to Break/Fix billing** including a new change Management window: All changes **submitted by the 15th of the month** will be on that month's service billing.

What stays the same?

- You still contact us the same way:
 - Email: mcdonalds.orders@ncrvoyix.com
 - Phone: 1-800-421-8230
 - Business Hours: Monday-Friday 8am-8pm EST
 - *Leave us a voicemail or drop us an email if you contact us outside of business hours. We will reach out to you the following business day.*

Let us know about your experience!

- Your feedback is critical in how we evolve and improve.
- Upon resolving each request, a “task specific **satisfaction survey**” will be emailed to you.

We are working hard on our transformation to improve your experience and have more improvements planned to make a positive impact for your business. We will keep you informed along the way.

NCR VOYIX

McDonalds Center of Excellence

Business Hours M-F 8am-8pm EST

mcdonalds.orders@ncrvoyix.com

1-800-421-8230

