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THE CHALLENGE

A small dedicated staff tasked with a daily average of 663 inbound calls and 700 tickets. Whataburger is committed to the highest quality in every aspect of their business, and the Restaurant Support Center is no exception. Looking for ways to improve practices and procedures is uppermost in the minds and hearts of the Whataburger family.

02

THE ACTION

Experts from Whataburger introduced changes to the support center in stages. Changes included enhanced technology, a quality assurance program, and integrating HDI certification as a standard for all support center employees.

03

THE RESULTS

Whataburger Support Center is now able to resolve 80% of all restaurant technology issues on first contact. This overall team performance continuity is a shining example of how HDI certification can produce impressive results.

WHATABURGER WON THE HDI TEAM EXCELLENCE AWARD much due to their commitment to high quality standards not only in their product quality and service standards, but also by following HDI best practices for running their support center. They achieved marked improvement across key performance metrics such as FCR, ASA, and abandonment rates by maintaining a strong workforce, and utilize and apply HDI's certification programs. If you are interested in hearing more, feel free to call their customer care team at 1-800-6Burger and they know that you wish to be contacted.

Learn more about HDI Certifications

Over 65,000 professionals have received certification through HDI in technical support, desktop support, knowledge-centered support, and more. To find out more visit: ThinkHDI.com/Certifications

