

Phone Concierge

Answer customer questions faster without answering the phone

Challenges

- ▶ Having employees constantly field questions distracts from other important tasks
- ▶ Many questions are simple and can be answered in less than 2 minutes
- ▶ Staff may not reliably drive people to order

Features

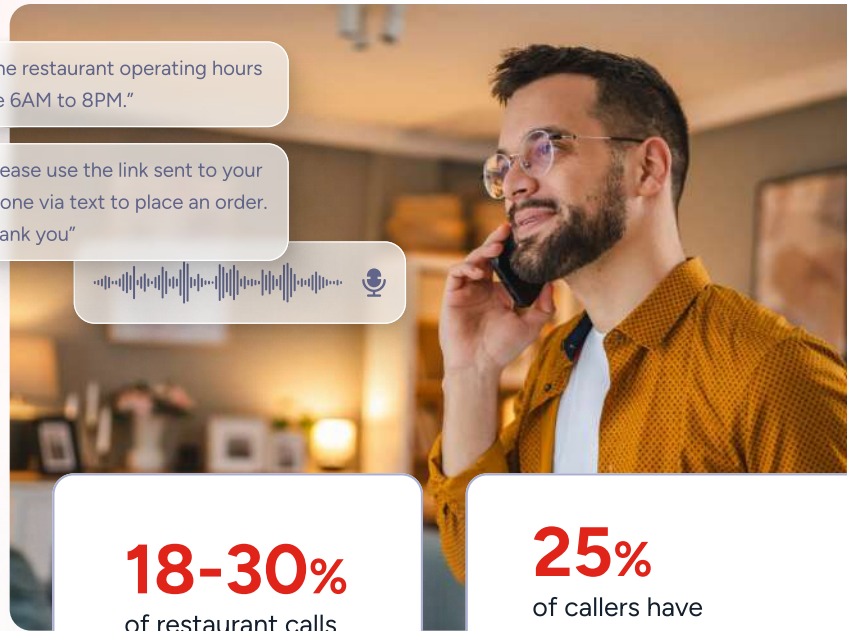
- ▶ Answer FAQs and questions about the menu
- ▶ Send customers SMS links to ordering channels
- ▶ Simple transfer to the store if someone needs help
- ▶ Multilingual support

Benefits

- ▶ Offload the task of fielding tedious questions (ex: what time do you close?)
- ▶ Staff can focus on in-store customers rather than answering the phone
- ▶ Eliminate confusion around menus that may result in lost revenue
- ▶ No missed calls during peak hours
- ▶ Simple to set up and launch in hours

"The restaurant operating hours are 6AM to 8PM."

"Please use the link sent to your phone via text to place an order. Thank you"



18-30%
of restaurant calls
go **unanswered**

25%
of callers have
questions that can
be **answered quickly**

How Phone Concierge works



RECEIVES CALL

Customer calls the restaurant and is forwarded to our Voice AI system



AI POWERED ANSWERS

Phone Concierge respond with answers based on all the info it's been given

"What time do you close?"

"Do you have a drive-thru?"

"How much do your value meals cost?"

"Is there outdoor seating?"



CALL CONCLUDES

→ SMS link to order shared

→ Forward to restaurant

 VOICE AI

Phone Concierge PLUS

Fully integrated AI voice ordering that turns missed calls into sales

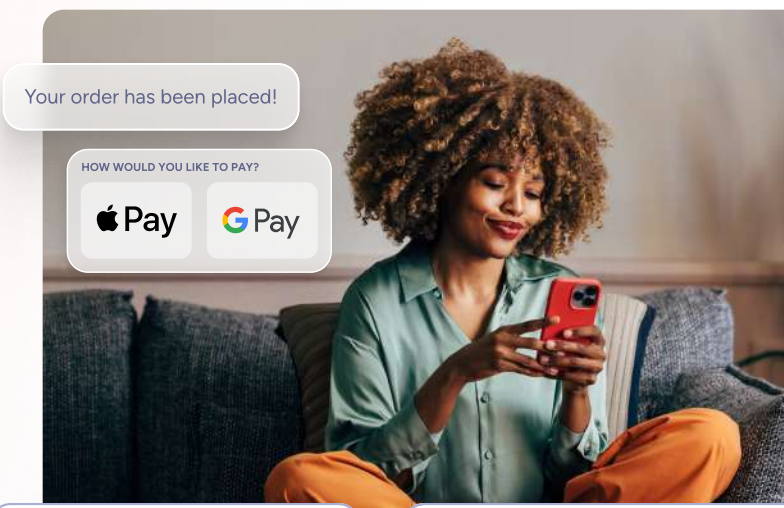
Challenges

- ▶ Hiring people to help during peak times can erode profits quickly
- ▶ New hires need weeks of training
- ▶ High churn rates mean it's harder to provide a consistent experience

Features

Everything you get with Phone Concierge and...

- ▶ A full AI system with no human in the loop or offshore monitoring
- ▶ Works with an existing phone line(s)
- ▶ Payment is sent via SMS, and orders are submitted via our API
- ▶ If a customer needs help, we forward calls back to staff for assistance



0 min
wait time for customers

90% +
order accuracy

20% of customers still prefer to order **over the phone**

Benefits

- ▶ Never miss calls and lose out on potential orders
- ▶ Works via your existing store phone lines
- ▶ Automatic upselling and upsizing to increase ticket size
- ▶ Staff spend less time doing tedious tasks
- ▶ Removes friction in the ordering process for staff and customers

