

RESTAURANTS

Digital Ordering and Guest Care Powered by Conversational AI

Take your guest experience to a new level

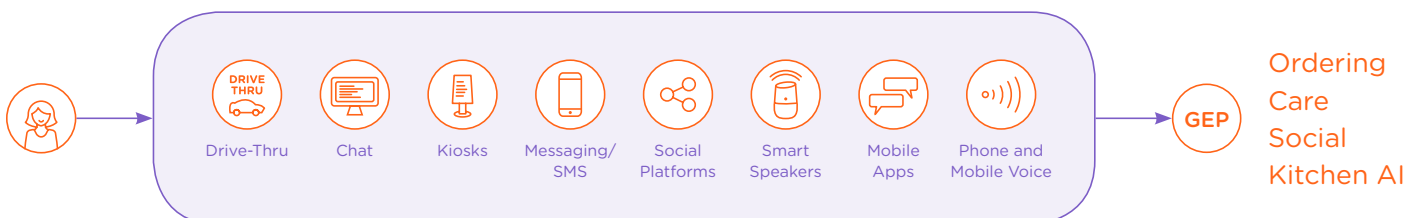
Interactions omnichannel Guest Engagement Platform (GEP) powered by conversational AI seamlessly integrates with your POS, so you can offer guests the convenience of cutting-edge digital food ordering while delivering impeccable guest care.

- Engage with your guests on the channel of their choice, including drive-thru
- Consistently upsell and increase average order value
- Take orders faster and more accurately, reducing wait time
- Improve order accuracy and drive higher CSAT
- Offer unique personalized experiences to returning guests
- Collect more accurate guest and restaurant data
- Free up restaurant staff and improve operational efficiency

How it works

Provide a digital omnichannel environment that supports your guests through all phases of their journey—from placing orders to resolving pre/post order questions and concerns. Our technology also enables you to monitor your customers' activities on social media platforms and readily engage and help as needed.

Our GEP seamlessly integrates with your existing technology stack including Point of Sales (POS), loyalty and rewards systems, menu management, location, CRM, dispatch and delivery systems, and more.



95% AGREE THAT TECHNOLOGY IMPROVES THEIR RESTAURANT EFFICIENCY¹

Interactions Guest Engagement Platform increases throughput resulting in increased sales.

63% OF QSR MANAGERS NAME STAFFING A CHALLENGE TO SUCCESS¹

Our platform works hand-in-hand with your staff to complete tasks, making them feel valued and empowered.

73% OF DINERS AGREE THAT TECHNOLOGY IMPROVES THEIR EXPERIENCE¹

Delight your guests with fast and accurate ordering without the wait.

Ordering

Make it easy for your guests to place and manage their orders from any channel including phone, web, drive-thru, SMS, and more. Interactions GEP seamlessly integrates with your existing technology and can:

- Allow guests to order by simply talking or chatting in their own words on the device and channel of their choice
- Answer menu and order related FAQs
- Provide location information and directions, restaurant hours, services, address, and phone numbers via links to interactive maps, text, chat, and email
- Accommodate special instructions
- Manage menu complexity
- Upsell consistently
- Answer frequently asked questions
- Reduce wait and hold times

Care

Knowing the needs of your guests pre- and post-ordering is important. Our GEP can help you provide support and resolve issues including:

- Loyalty Programs
 - Enroll guests in programs
 - Replace lost cards and reset account passwords
 - Review redemption options
 - Handle promotions
- Guest Engagement and Data
 - Manage complaints and compliments
 - Provide nutrition information
 - Assist with complicated orders, e.g. applying coupon codes, ordering ahead, and catering
 - Collect more accurate guest data
 - Expand loyalty through personalized experiences

Social

By delivering highly relevant customer conversations and insights from sources across the web, our GEP allows you to engage more often and have meaningful conversations with you guests on social media:

- Monitor your brand in real time by finding, prioritizing, and classifying social media posts, including intent
- Acknowledge customer engagement instantly with automatic or curated replies
- See actionable customer insights

Kitchen AI

Support your back-of-house with intelligent conversational AI that enables the delivery of tickets to staff via hands-free, eyes-free interactive conversational voice interface, allowing you to:

- Free up staff to quickly deliver orders
- Increase sales volume and throughput
- Improve order accuracy
- Increase operational efficiency
- Improve kitchen hygiene

To learn more about Interactions solutions for restaurants, please visit:

www.interactions.com/restaurants

¹ [Restaurant Success in 2018 Industry Report by Toast](#)