AI Phone Assistant for Restaurants

Technical & Product Brief

What it is
- A 24/7 AI-powered phone assistant that answers calls, reads your menu, takes accurate orders, and sends them into your existing workflow.
- Designed specifically for busy, understaffed restaurants that are losing orders to missed calls, long holds, or outdated phone systems.

Who this is for
- Independent restaurants and small chains that rely heavily on phone orders.
- Stores that already have a POS but don't want to rip it out or change vendors.
- Owners who want more orders without adding another body on payroll.

Core capabilities
- Answers every call instantly with a branded greeting.
- Handles pickup and delivery orders with rule-based guardrails you define.
- Reads and maintains your menu so callers always hear current items and prices.
- Confirms orders back to the caller so mistakes are minimized.
- Sends orders into your existing system (POS or dashboard) in real time.

Business headlines (2-page product brief, plus technical appendix)
- Stop losing revenue to missed calls and busy signals.
- Let staff focus on food and in-person guests instead of the phone.
- Get a clean record of every call and order, automatically.

What the restaurant needs to provide

You do NOT need to send me your menu file. I take care of that.
During onboarding, I capture and structure your menu for you so the AI can read it back clearly and keep it consistent for every caller.

From your side, I only need:
• Pickup / delivery rules
  – How far you deliver, any zones, delivery fees, and minimum order amounts.
  – Clear timing rules for pickup and delivery (prep time, cut-off windows, etc.).
• Hours
  – Standard open/close times by day of week.
  – Any special cases: holidays, closures, or slow periods you want to block.
• Access to your POS (if available)
  – Either an integration point or a simple way to inject orders (API, printer, email-to-kitchen, or tablet).

Included: a new phone number for your restaurant
• I provide you with a dedicated local or toll-free phone number for the AI assistant.
• You can:
  – Publish this as your main number, or
  – Forward your existing number to it so you don't change what customers dial.

Restaurant dashboard (especially when POS tech is not up to date)
• If your POS does not have modern or reliable integrations, the system falls back to a simple, always-on web dashboard for your store.
• The dashboard is where you:
  – See every live and recent order.
  – Mark orders as accepted, in progress, ready, or cancelled.
  – View caller details and order history.
• This "dashboard fallback" mode is specifically designed for restaurants whose POS does not have up-to-date tech — you still get all of the AI benefits without needing a new POS.

Technical architecture (high level)

- Inbound call handling
  - Calls hit a cloud telephony provider and are routed to the AI conversation engine.
  - Call audio is streamed in real time so the assistant can respond with natural voice.
- Conversation + ordering logic
  - The assistant is guided by guardrails based on your rules, hours, and menu.
  - It keeps an internal order state (items, modifiers, prices, pickup vs delivery).
  - It confirms key details (name, phone, pickup/delivery, address for delivery).

Per-restaurant SQL database (not SQLite)

Each restaurant is backed by a structured SQL database that:
- Stores your menu in a clean, structured format (categories, items, sizes, modifiers).
- Tracks your business rules:
  - Hours and exceptions
  - Pickup and delivery rules
  - Delivery zones, fees, minimums, and throttling logic
- Logs every order and every call event for reporting and QA.
- Keeps a basic caller history so repeat guests get a smoother experience.

This SQL layer is what keeps each restaurant separate, safe, and configurable while still letting the AI behave consistently across multiple locations.

Business benefits (full list)
- Fewer missed calls and fewer abandoned callers.
- Higher order volume without adding front-of-house headcount.
- More consistent upsells and menu explanations than a rushed staff member.
- Clear, searchable record of calls and orders for dispute resolution and training.
- Works with modern POS systems or falls back cleanly to a restaurant dashboard.
- Scales from a single location to many without adding more phone lines or staff.

Contact
For a live demo or to talk through your restaurant's setup:

Matt Waeldner
AI Phone Assistant & Automation – GoingUpNow
Phone: +1 (207) 400-4147
Email: matt.waeldner@du.edu
Website: www.goingupnowapp.com
Example line you can call to hear the product in action: +1 (207) 600-4925