

RESTAURANTS

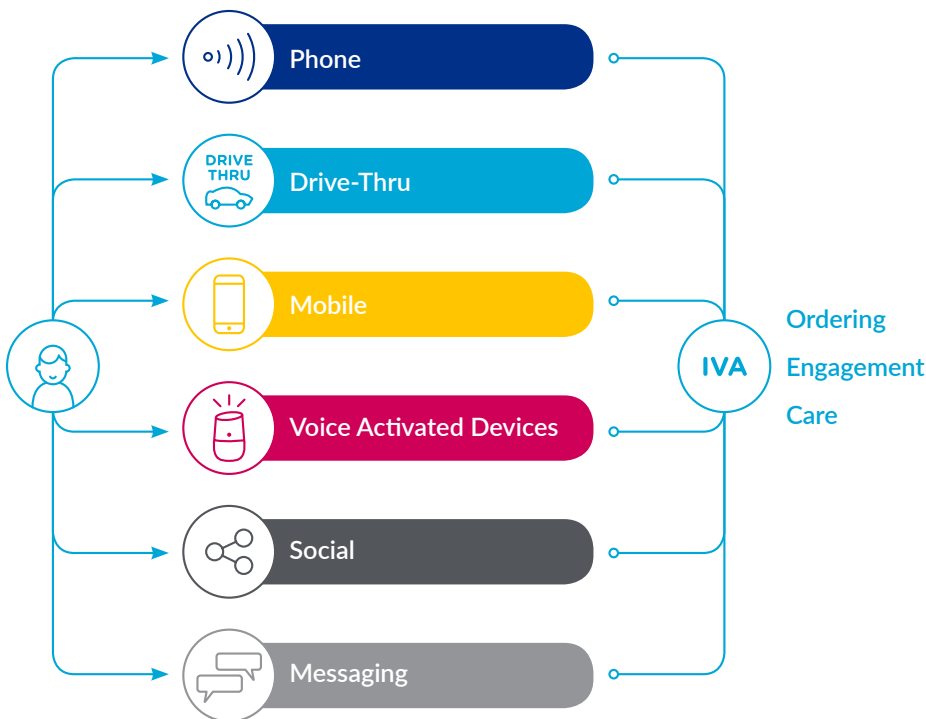
FAST, EASY ORDERING
AND GUEST SERVICE

INTELLIGENT VIRTUAL ASSISTANTS—MADE TO ORDER

Today, people are busier than ever, and eating out is just as common as eating in. With so many options for guests to choose from, it can be hard to stand out from the crowd. So, how can you meet your guests' needs while managing costs and optimizing revenue? With an omnichannel Intelligent Virtual Assistant from Interactions, you don't have to compromise. Improve your customer experience by letting guests order food whenever and wherever they want, while freeing up resources to focus on more crucial tasks.

HOW CAN WE HELP YOUR GUESTS?

With an omnichannel Intelligent Virtual Assistant from Interactions, you can offer your guests more than a meal. Guests can not only easily order food anytime and anywhere, but they will also have access to FAQs, nearest locations, and more. Our sophisticated AI platform allows guests to speak or type in their own words to get what they want, when they want it.



> **40%**
INCREASE IN SELF-SERVICE ENGAGEMENT

On average, our clients increase self-service engagement by 40%, saving them millions in operating expenses.

> **10-20%**
INCREASE IN CUSTOMER SATISFACTION

Our clients see satisfaction and loyalty go up, because their customers can get things done efficiently while speaking in their own words.

> **95+%**
ACCURACY

With our patented Adaptive Understanding technology, our clients see 95%+ accuracy and an average ROI of 120% in just one year.

CUSTOMIZED SOLUTIONS FOR RESTAURANTS

ORDER MANAGEMENT

Never miss an order with our straightforward order management services. Our omnichannel Intelligent Virtual Assistant can:

- Allow guests to order in their own words on the device and channel of their choice, including social, web, drive-thru, SMS, and more
- Answer ordering questions
- Give customers a space for special instructions
- Manage menu complexity
- Upsell
- Answer frequently asked questions

GUEST ENGAGEMENT

Knowing the needs of your guests is important, which is why we've made it easy for you to be aware of customer feedback:

- Manage complaints and compliments
- Track social engagement
- Handle promotions

RESTAURANT INFORMATION

Direct your guests to your nearest location and give them all the information they need to order before they even arrive:

- Give directions and send links to interactive maps via text, chat and email
- Provide restaurant hours, services, address and phone number
- Check and provide menu information
- Locate adjacent locations

REWARDS PROGRAMS

Give your most loyal guests the attention they deserve. Our omnichannel Intelligent Virtual Assistant can give your guests full insight into their rewards program, including:

- Obtain and apply balance information
- Enroll in programs
- Replace lost cards and reset account passwords
- Review redemption options

TO LEARN MORE ABOUT INTERACTIONS SOLUTIONS FOR RESTAURANTS PLEASE VISIT:

WWW.INTERACTIONS.COM/RESTAURANTS