

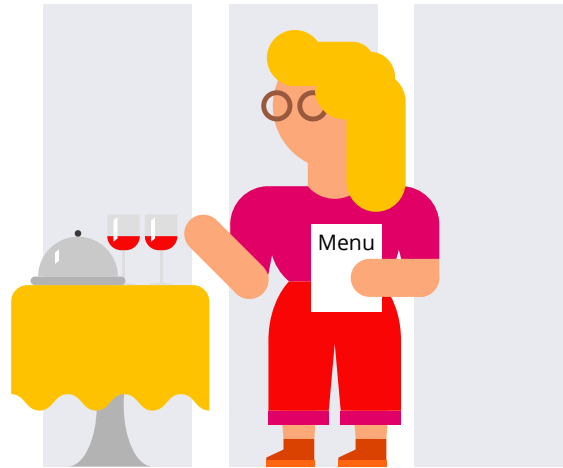
Cloud call recording for cafés and restaurants

Whether you're a local independent café or restaurant, or have multiple locations, owners and managers can achieve operational efficiency and cost-saving benefits, and deliver better customer service to patrons, by using a cloud call recording solution.

Phoebe runs a popular food chain, with several outlets. Business has been steadily increasing and her staff are constantly busy seating customers and taking more and more bookings and orders over the phone. Phoebe needs to find an efficient way of operating whilst maintaining a high level of service to avoid problems such as:

- Reservations being missed
- Items missing from orders
- Customers not receiving their order
- Customers arriving to collect orders that aren't ready or have been forgotten

Phoebe often wishes she could review calls to her cafés to better understand the issues and improvements that can be made to the customer experience.



With call recording and voice AI, Phoebe can:

- Identify calls with negative sentiment to understand what went wrong
- Review the transcript of each call
- Set an alert to be notified of customer complaints
- Identify trends, such as higher call volume and order errors
- Identify training opportunities for her team
- Use positive calls for training opportunities
- Easily search for calls based on keywords to confirm customer orders at any time

With unlimited storage with no CapEx or on-site equipment required, Phoebe can easily and quickly implement call recording and voice AI to improve team efficiency and the customer experience.

Conclusion

With a cost-effective and secure call capture solution available via a SaaS model, managers or owners can ensure they maintain an excellent reputation, and quality customer service and order fulfilment — with a quick replay confirming details and saving time on follow-up calls. With voice AI, managers or owners can be alerted to customer complaints — prompting them to review and follow up to maintain excellent relationships with their patrons. In addition, voice AI can transcribe recordings and analyze content for caller sentiment for a deeper insight into customer interactions.