



AI Phone Ordering for Takeaways

Quick Start Guide

Thanks for choosing Alayic - your AI-powered telephone ordering system that answers calls, takes and prints out orders, and talks just like a real person. This quick guide shows you how to set up your business profile, upload your menu, and test your agent in just a few minutes.

Create Your Business Workspace:

1. Log in to your Alayic Console at <https://console.alayic.com>
2. Click "Create Workspace".
3. Enter your basic details - Email Address, Business Name and Type.
4. Click Save.

Configure Your Business Settings:

Agent Settings

1. Click on **Configuration** from the left sidebar.
2. Choose a "**Call Configuration**" from either;
Restaurant Telephone Orders - Collection Only, or
Restaurant Telephone Orders - Collection or Delivery, depending on the service you offer.
3. Add your "**Restaurant Name**", "**Address**" and choose a "**Restaurant Type**" from the dropdown menu.
4. Add your "**Business Information**" - This should showcase your restaurant, so the AI agent really understands what you do and can convey this on the call. The simplest way to fill this section is to copy information from your website's Home Page or About Section.

The more detail you include here, the better the response you will get from the AI agent.

Example:

“At Pepperoni Palace, we pride ourselves on using the finest fresh ingredients. All our pizza dough is freshly made in house every day and our pizzas are cooked in our wood fired pizza oven. Our secret recipe pizza sauce is legendary!”

5. Add your “**Collection Time**” and “**Delivery Time**”. The AI agent will inform the customer on the call of the current wait times, based on these settings. These have default times set but they can be changed if you prefer.

Add Your Menu

1. Add your menu in the available fields - “**Menu Mains**”, “**Menu Sides**”, “**Menu Sundries**”, “**Menu Drinks**”, and “**Menu Desserts**”

These can be copied and pasted from a PDF or Word version of your menu and should have the prices alongside each item - e.g. Double Cheeseburger - £7.95

2. Add your “**Special Offers**”

The AI agent will inform your customers of any offers or meal deals if they enquire about them or if it is relevant to the customers order.

3. Add any “**Menu Notes**”

Here you should add any additional information regarding your menu that your customers should know, such as “All curries come with rice as standard”

4. Choose your agent “**Voice**” and “**Tone of Voice**”

Choose a combination of voice and tone that best fits your brand.

Don't forget to save your settings when done!

Testing Your AI Agent

Now that you have configured your business settings and uploaded your menu details you are ready to make some test calls!

Simply go to “**Agent Testing**” in the left sidebar and click “**Place Test Call**”.

You will then be greeted by your own custom AI telephone answering and ordering service.

Test it thoroughly by asking it questions your customers might ask, and place some orders to see how it responds. If you feel there is something missing or needs changing, you may need to go back to the agent settings page to change or add some details. Then just make some more test calls until you are happy.

If there is something more complicated that you need to change, or a new feature that you would like adding, just reach out to us at support@alayic.com and we will do our best to help.

Post Call Actions

On this tab, you will set what you want to happen at the end of each call. For restaurants you will need to have the option “**Print to Terminal**” selected and this should already be set by default. You can also choose to have a summary of every call sent by email or SMS.

You will be provided with an Alayic terminal where the orders are printed to.

Agent Actions

You have the option to get the AI agent to forward any calls if it cannot resolve an issue or if the user requests it by selecting the option in this tab.

Phone Number Routing

Before you go live, you will need to have an active phone number attached to your AI agent and there are a few options to choose from:

Forward Existing Number: Instant

Keep your existing phone number and forward calls to our system. We'll purchase a new number for you and provide forwarding instructions.

Process:

1. We purchase a new Twilio number for your account
2. You set up call forwarding from your existing number to the new number
3. Customers continue calling your existing number
4. Calls are automatically routed to our AI system

Porting Existing Number: 7-10 Days

Transfer your existing phone number to our Twilio system. This keeps your number but moves it to our platform.

Process:

1. You provide your current carrier account information
2. We initiate the port request with Twilio
3. Your current carrier releases the number (7-10 business days)
4. Number is transferred to our system and activated

Buy New Number: Instant

Purchase a brand new phone number through our Twilio integration. Choose from available numbers in your area.

Process:

1. Search available numbers by area code or location
2. Select your preferred number from the list
3. Number is instantly purchased and activated
4. Update your marketing materials with the new number

For more information contact: support@alayic.com

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