

CASE STUDY

The Smart Restaurant Management

How we eliminated missed orders and peak hour chaos with an AI powered system, increasing captured orders by 20%.

01 THE CHALLENGE

Peak Hours Lost Revenue

During high demand periods, the restaurant's operations were not managed simultaneously. Staff were overwhelmed handling both in-store customers and incoming calls, leading to missed opportunities and poor service.



Missed Calls & Orders

High call volumes resulted in unanswered calls, directly leading to lost revenue and dissatisfied customers.



Overloaded Staff

Employees struggled to balance front of house operations with phone orders, reducing efficiency and increasing stress.



Inventory Blind Spots

Lack of dynamic visibility caused frequent stockouts, disrupting order fulfillment and menu availability.

02 THE SOLUTION

Unified Workflow

01 Voice AI Agent

Claude + Voice AI

AI powered voice system that answers every incoming call, takes orders accurately, and sends them directly to the kitchen system in real time.

02 Predictive Inventory Agent

Real-time Monitoring

Continuously monitors stock levels and predicts shortages before they occur, ensuring uninterrupted service.

03 TRANSFORMATION

Before vs After

ORDER	TABLE	STATUS	SERVER
#ORD-8841	T-07	MISSED CALL	—
#ORD-8842	T-12	ON HOLD	Rita (busy)
#ORD-8843	T-03	STOCK ERROR	Mike
#ORD-8844	T-09	PENDING	unassigned

14 calls missed during peak hour
Manual review required • Staff overloaded

WAIT TIME: ~28 min | INVENTORY: Unknown | ORDERS LOST: 17 | REVENUE IMPACT: -\$2,140

CALLS ANSWERED	AVG RESPONSE	ORDERS ROUTED	ERRORS
156/156	1.2s	243	0

ORDER	TABLE	STATUS	ETA
#ORD-8841	T-07	✓ Sent to kitchen	12 min
#ORD-8842	T-12	✓ Auto-confirmed	8 min
#ORD-8843	T-03	⚠ Substitution sent	15 min
#ORD-8844	T-09	✓ In preparation	6 min

✓ All 243 orders processed • 0 missed • Inventory healthy
Proactive alerts active • 3 low-stock items auto-reordered

Manual Operations

- Missed Orders**
Unanswered calls during peak hours leading to lost revenue.
- Staff Overload**
Employees juggling calls and in-store service simultaneously.
- Long Wait Times**
Customers placed on hold, creating poor experience.
- Inventory Gaps**
Stockouts occurring without prior visibility or alerts.

AI-Powered System

- Zero Missed Calls**
Every incoming call answered instantly, even during rush hours.
- Automated Order Flow**
Orders captured and sent directly to kitchen systems.
- Instant Response**
No hold times, improving customer satisfaction.
- Proactive Alerts**
Dynamic inventory tracking prevents stockouts.

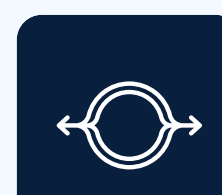
04 SCALABILITY

Built to Handle Peak Pressure



24/7 Availability

Always active, no missed calls, even after hours.



Order Management

Processes multiple incoming calls and orders at once without delay.



Consistent Accuracy

Maintains order precision regardless of demand spikes.



Multi-Location Scaling

Easily deployable across multiple outlets or franchise locations.



⚡ Whether handling weekday rush or weekend surge, performance remains consistent and reliable.

05 RESULTS

Measurable Impact, Immediate Gains



20%

INCREASE

In captured orders, eliminating missed revenue opportunities

30%

ACCURACY

Improved inventory accuracy, reducing waste and stockouts.

100%

CALL HANDLING

All incoming calls answered with zero missed orders.

NEXT STEPS

Your Restaurant could be next

See how TechYard's AI systems can streamline operations, capture more revenue, and transform customer experience.