AI EMPLOYEE · BUILT AROUND YOUR BUSINESS

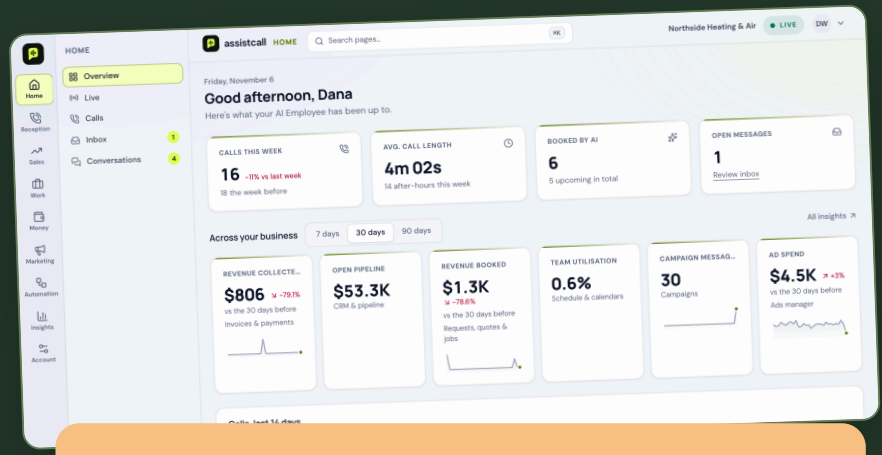
Let the team serve. Let Ava take the enquiry.

An AI Employee for restaurant questions, reservation requests and catering enquiries, with staff in control of commitments.

Real product screens | Industry workflows | Setup & integrations

UK edition · GBP proposals
6 November 2026 · Version 1.0

SHARED ASSISTCALL WORKSPACE · FICTIONAL DEMO



A useful request while the floor stays moving.

Date, party size, callback and catering details—ready for the person who can confirm them.

Screens show the product interface, not customer results. Enabled features and delivery scope are confirmed for each account.

01 · YOUR INDUSTRY

Ava fits the way your team works.

This launch does not accept voice orders, payments or confirmed reservations. Allergy and dietary-safety questions go to restaurant staff.

During the dinner rush

A caller checks opening hours or parking. Ava answers from the restaurant's approved information.

A table request

Ava captures the requested date, time and party size. Staff confirm availability in the reservation system.

A private event enquiry

Ava gathers the event date, approximate guest count and callback details for the manager.

01 **Understand**
Dining, table request or event?

→

02 **Answer**
Use approved restaurant information.

→

03 **Capture**
Date, party size and callback.

→

04 **Pass on**
Send the request to the right team.

→

05 **Confirm**
Staff confirm availability and price.

Read this guide: examples → dashboard → daily workflow → integrations → guardrails → owner controls → setup. Every example uses fictional people and business details.

02 · A WORKED EXAMPLE

A short conversation. A clear next step.

Illustrative dialogue showing the intended workflow. Actual wording varies with the caller and your approved instructions.

CALLER
Could we have a table for six on Friday evening?

AVA
I can send a request to the restaurant. What time would you prefer?

CALLER
Around 7pm.

AVA
What name and callback number should the team use?

CALLER
Alex Chen. Can you confirm it now?

AVA
The team needs to check availability. I will pass on your request for six on Friday around 7pm; the booking is not confirmed yet.

What the team needs to know

Request	Table for six
Preferred time	Friday around 7pm, UK time
Name	Alex Chen — fictional example
Destination	Restaurant reservations team
Status	Request received; staff confirmation needed

Illustrative reservation request. Ava has not created a confirmed booking or charged a deposit.

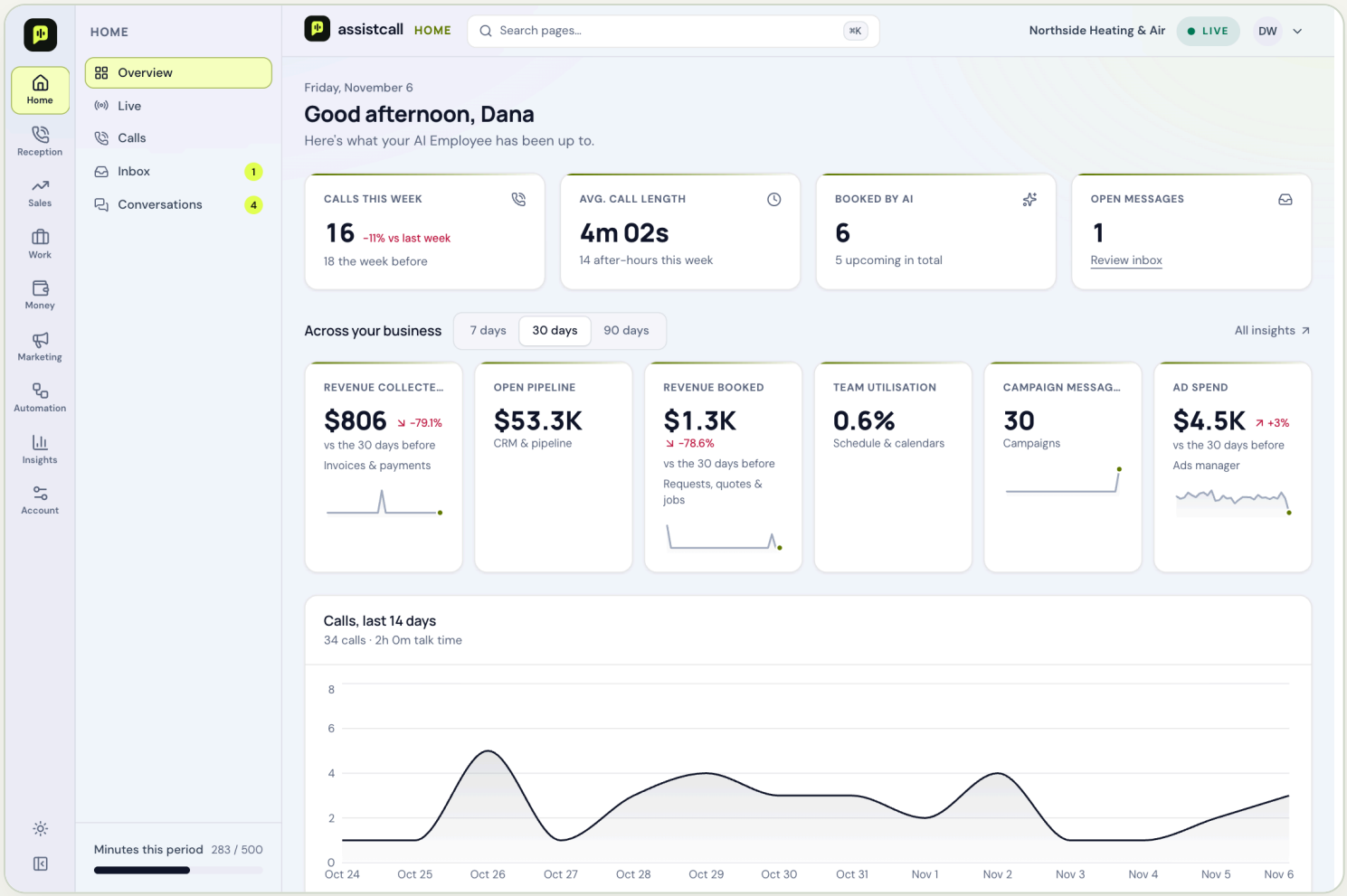
Dynamic, within your rules

Ava uses the caller's latest answer, asks for missing details and reads back important information. It does not need to repeat a rigid questionnaire when the caller has already supplied the answer.

03 · THE DASHBOARD

See the requests that arrive during service.

Calls and messages are available in the shared AssistCall workspace. The screenshot shows a fictional demo business.



Real AssistCall interface · fictional demo data. Optional modules and display currency vary by account. Screenshot values are not UK prices or performance claims.

1

Call activity

See when enquiries arrive and what the team needs to follow up.

2

Requests in one place

Keep table, catering and general enquiries visible.

3

Clear commitments

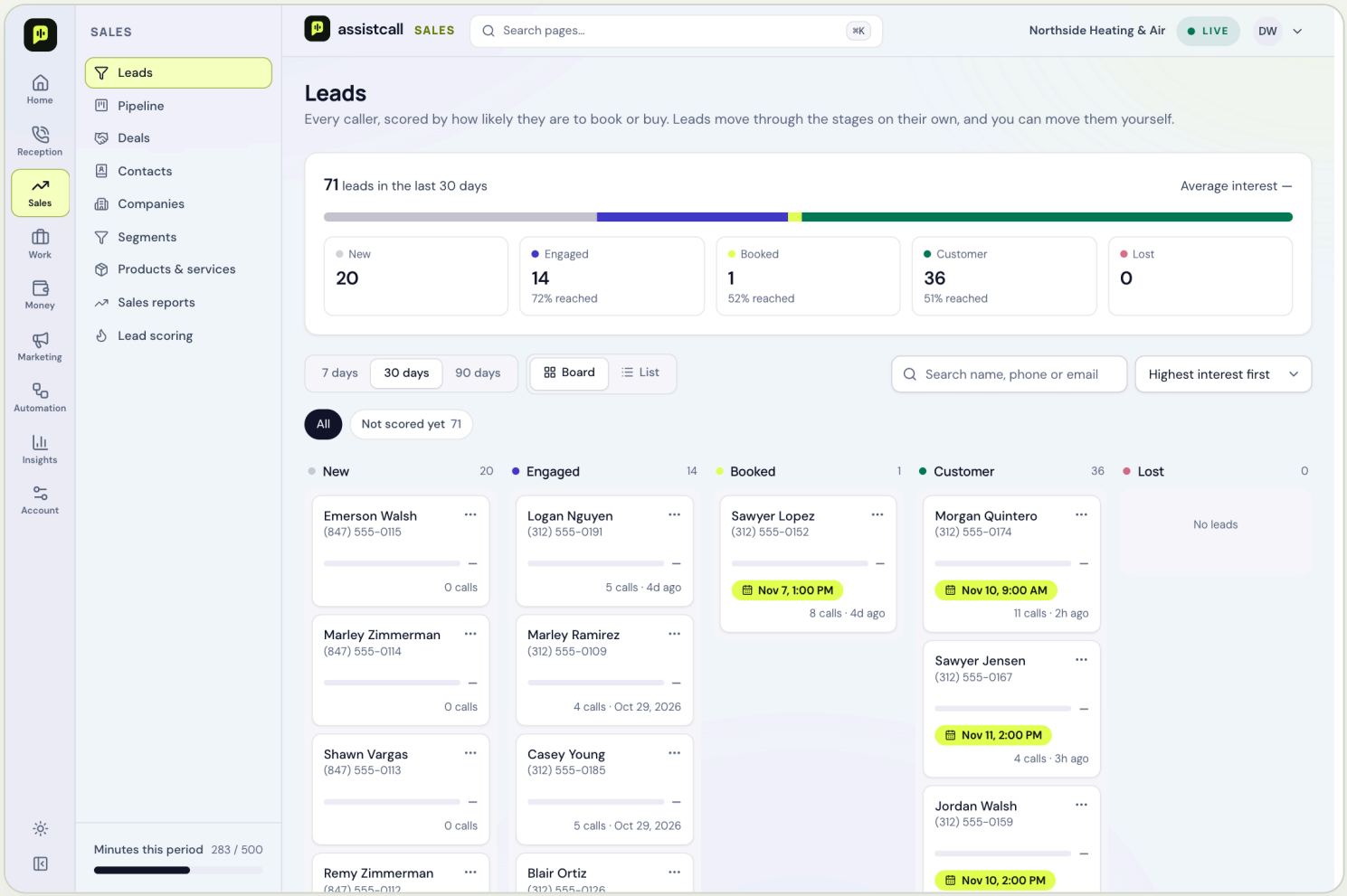
Staff confirm availability, prices, deposits and accepted bookings.

The screen is the shared AssistCall interface; industry fields and modules are configured for the account.

04 · INFORMATION & FOLLOW-UP

Keep a catering enquiry from getting lost.

The lead board can hold event enquiries and callback work while staff focus on service.



Real AssistCall interface · fictional demo data. Optional modules and display currency vary by account. Screenshot values are not UK prices or performance claims.

1

Gather the essentials

Event date, approximate guest count, type of event and callback details.

2

Mark the next action

Assign the manager's review or callback through the agreed team workflow.

3

Keep prices approved

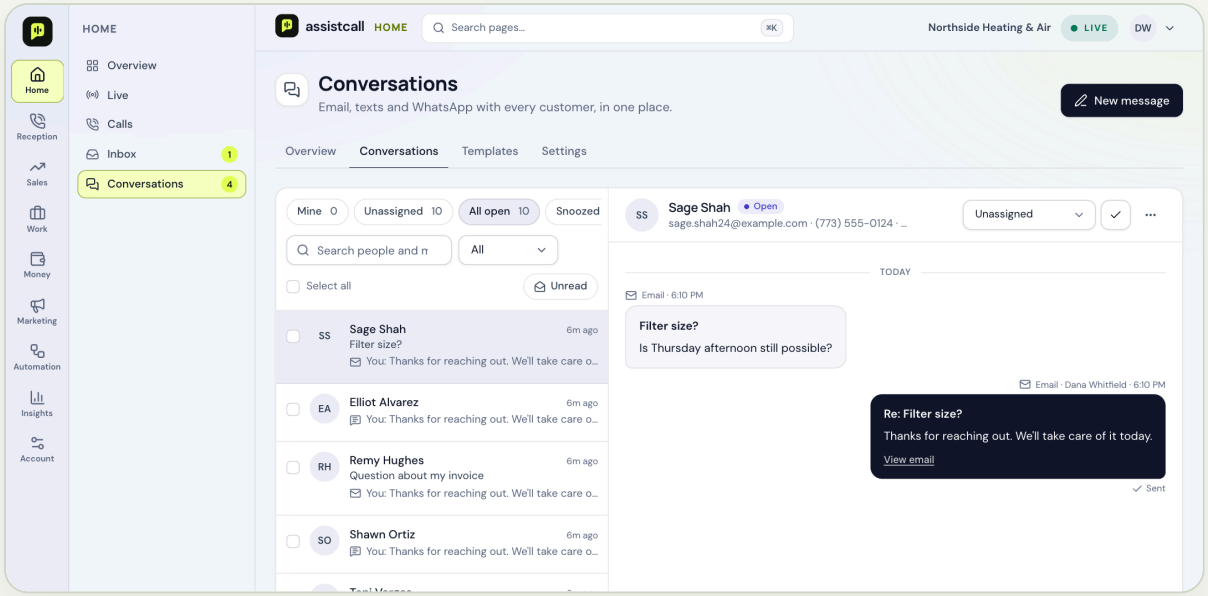
Ava quotes only supplied information. Staff confirm the final event package and availability.

Screens use a fictional service business to demonstrate the shared interface.

05 · BOOKINGS & REQUESTS

A reservation request is clear and useful.

The current restaurant launch gathers the request. Your team confirms it in the restaurant's own reservation system.



Real AssistCall interface · fictional demo data. Optional modules and display currency vary by account. Screenshot values are not UK prices or performance claims. Conversations shown; this is not a restaurant reservation connector.

Automated confirmed reservations are a separate future integration scope. OpenTable requires an approved Voice AI API arrangement for that use; consumer API access alone is not sufficient.

1 Collect the request

Date, time preference, party size, name and callback.

2 Read it back

Confirm the details before passing them to staff.

3 Keep the status honest

Tell the caller the team must confirm availability. Do not imply a table is held.

4 Complete it in your system

Staff use OpenTable, their own diary or another approved system to confirm the booking.

06 · MESSAGES & HUMAN HANDOFF

Keep safety questions with your staff.

The caller should know what happened—and what still needs a person.

1 · Recognise the next step

Route allergy or dietary-safety questions to trained restaurant staff using the configured contact. Ava can repeat approved general information but must not improvise ingredient advice or guarantee that a meal is safe.

2 · Send the right link

An enabled, permissioned text workflow can send the restaurant's approved ordering, menu or contact link. The caller completes an order in your existing checkout; Ava has not taken a voice order or payment.

3 · Handle no answer

If staff cannot answer, explain that safety or availability is unconfirmed and offer the approved contact route. Do not turn an unanswered transfer into an assurance.

01
Confirm
Read back the important details.

→

02
Attempt
Use an approved action or destination.

→

03
Check
Wait for the actual result.

→

04
Explain
Say what completed and what did not.

A different number for the text?

Ask which number should receive this specific message. Read it back digit by digit, confirm permission and use that destination in the enabled messaging workflow. A new text number does not automatically replace the person's primary number.

A voice number is not automatically an SMS number

UK texts need a supported sender, an enabled workflow and appropriate permission. If texting is unavailable or fails, explain that and offer the approved alternative. Do not say a message was delivered without a result.

07 · YOUR SYSTEMS

Connect the workflow you already use.

Keep your existing POS and reservation system. The useful first connection is often an approved link or a clear request for staff.

assistcall

Your AI Employee
Approved facts · actions · call record

Authorised connection

↔

or approved link / staff handoff

Square
Existing online ordering / POS

Toast
Existing ordering / restaurant system

OpenTable
Staff reservation system

HubSpot
Catering enquiry follow-up

SYSTEM / ROUTE	SCOPE	WHAT MUST BE AGREED
Square / Toast link	Configured link workflow	Send an approved existing ordering URL after confirming the destination and permission. No POS order is written by Ava.
Square / Toast API	Separate integration review	API capability is not proof of an installed connector. Confirm vendor access, allowed operations and certification where required.
OpenTable	Future approved scope	Confirmed Voice AI reservations require the appropriate approval, agreement and API; outside this launch.

Official references: Square · Orders API · Toast · API overview · Toast · Partner integrations · OpenTable · API documentation

Example systems, not a list of installed connectors. Account access, permissions, commercial terms and successful testing determine what can be connected. Vendor marks remain the property of their owners.

08 · CUSTOM CONFIGURATION

Example: an event enquiry to the manager.

A scoped CRM or notification workflow captures the request without accepting an event, booking a table or taking payment.

FROM THE CONVERSATION	DESTINATION	RULE
Name + confirmed callback	Enquiry contact	Use the number the caller confirms.
Requested event date	Event enquiry date	Store the actual date, not just “next Friday”.
Approximate guest count	Party / event size	Keep it approximate if the caller is unsure.
Event type + preferences	Enquiry note	Do not infer allergy safety or a final package price.
Call reference + next action	Manager task / activity	Manager confirms availability and commercial terms.

If a lookup or write fails: keep the result unconfirmed, preserve the appropriate AssistCall record and flag the item for staff review. A custom connection is accepted only after its failure path is tested.

A focused first scope

- One venue and approved hours, menu links and FAQs.
- A table-request or catering-enquiry script.
- One manager notification or approved ordering-link flow.

24-hour setup service
The 24-hour setup service applies to an agreed, supported configuration or integration after the complete brief, approved content, working credentials and permissions are available. Your proposal confirms eligibility and timing. Carrier verification, vendor approval, restricted APIs and larger builds are scheduled separately.

Acceptance checks

- A normal request produces the correct result.
- Missing or corrected data is handled clearly.
- A repeated event does not create duplicates.
- Denied access and failed writes reach the fallback.

09 · GUARDRAILS & LANGUAGES

Flexible conversation. Clear boundaries.

Your business chooses the facts, permitted actions and moments that need a person.

Ava should

- Use current restaurant-approved information.
- Read back the date, time and party size.
- Keep requests distinct from confirmed bookings.
- Send allergy questions to trained staff.

Ava must not

- Guarantee allergy safety or invent ingredient facts.
- Confirm a table or event that staff have not accepted.
- Take voice orders, card details or payments in this launch.
- Assume POS or reservation-system access from a logo.

Speak in the caller's language

A diner asks in Mandarin about opening hours. Ava can answer in Mandarin and gather a table request without promising availability.

Examples of supported conversations include English, Spanish, French, Arabic, Bangla and Mandarin. Test the languages, names and dialects your customers use before launch.

Adapt without changing your policy

Ava can use the caller's responses, approved business knowledge and available authorised context. It asks when information is unclear. It does not independently rewrite your prices, policies or access rules.

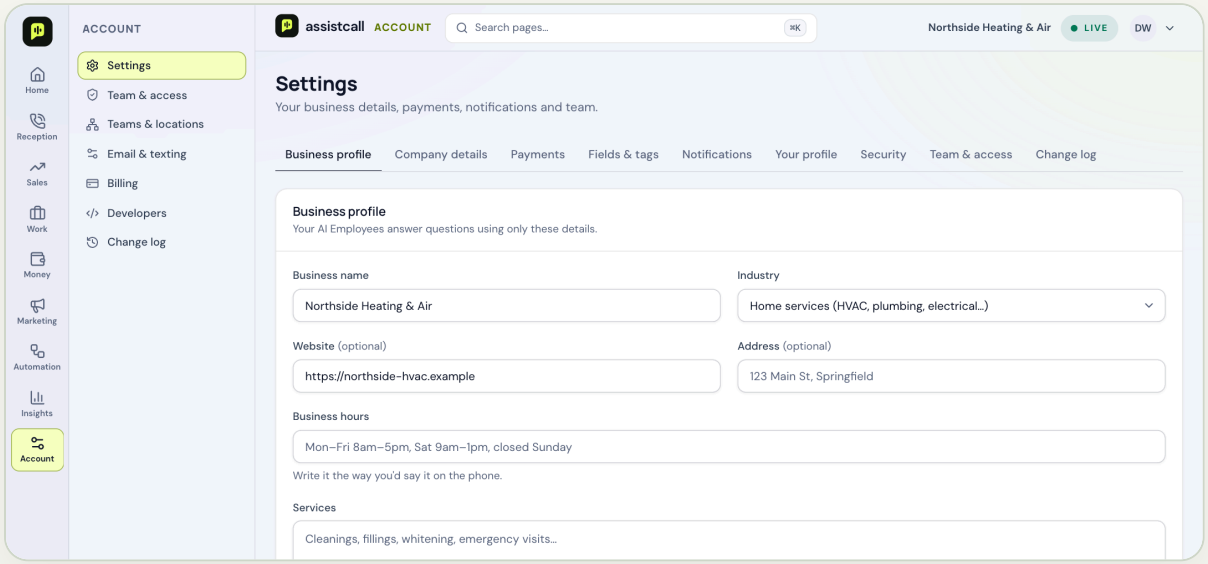
Internal notes are generally stored in English. Confirm the language and wording of any customer-facing message separately.

Urgent business routing is not an emergency service. Follow the approved local emergency instructions when there is immediate danger. Never promise a successful transfer, dispatch or professional response before it is accepted.

OWNER CONTROL

Make changes without a support ticket.

Use the dashboard for direct control. On supported owner-support routes, you can also tell Ava what to update.



Real Settings → Business profile screen, with fictional demo details. Review the "Update AI Employees' instructions" option before saving: it can replace custom instructions.

1 Open the correct section

Settings → Business profile for hours and services. Packages & knowledge for FAQs, packages and policies.

2 Make and save the change

Use exact facts. Review whether instructions should be regenerated, then save and run a test call.

3 Or speak to Ava

Use the AssistCall owner-support route supplied for your account and call from your verified owner number. Complete any requested verification. UK phone access is confirmed at activation; the dashboard remains the direct self-service route.

Owner says

"Ava, change our Sunday opening hours to noon until 8pm, and add our new catering enquiry instructions."

Ava reads it back

"Sunday hours will be noon until 8pm. Please give me the catering instructions, and I will read them back before saving."

You confirm before the change is saved.

GET STARTED

A simple setup. A testable result.

Self-service covers everyday business settings. A custom setup maps your particular workflow and systems.

1 Tell us how the business works

Open the UK product site and send your setup enquiry. Your scope and GBP proposal are confirmed before activation.

2 Complete the account setup

Verify the owner, review the business profile and add approved knowledge. Number activation may require carrier checks.

3 Choose the actions

Select booking, messages, handoff and any supported connection. Give Ava only the actions needed for this workflow.

4 Test, then route calls

Test normal calls, unknown answers, alternate numbers and no-answer handoffs. Forward or route calls after acceptance.

Bring these four things

- Opening hours, location, approved FAQs and menu links.
- Table-request and catering questions.
- Staff contact and the allergy-question handoff.
- Your ordering URL and any authorised messaging sender.

Keep control after launch

Review early calls, update approved knowledge and check failed or incomplete actions. Use team permissions for who can view or change the account.

CUSTOM SETUP & SUPPORTED INTEGRATIONS

Your agreed workflow, targeted for 24 hours.

The 24-hour setup service applies to an agreed, supported configuration or integration after the complete brief, approved content, working credentials and permissions are available. Your proposal confirms eligibility and timing. Carrier verification, vendor approval, restricted APIs and larger builds are scheduled separately.

NEXT STEPS & RESEARCH

A clear scope before you connect anything.

Choose the outcome first. We will map the account, the system access and the tests needed to make it reliable.

Your UK proposal

Pricing is quoted in GBP for your agreed package. The written proposal should identify the recurring plan, included usage, any setup work, overages, messaging, third-party fees and VAT treatment.

No fixed UK tariff is implied by demo dashboard values. Optional CRM, scheduling, messaging and operations modules depend on your account.

What this guide shows

Screens are captured from the real AssistCall interface using fictional local demo data. Dialogues, records and field mappings are illustrative examples, not customer testimonials or completed vendor integrations.

Vendor logos identify example systems. They do not imply partnership, endorsement or a native connector.

Research & implementation references · checked 6 November 2026

Square · Orders API ↗

Order, catalogue and fulfilment capabilities exist in the vendor API; this does not establish an AssistCall POS connector.

developer.squareup.com

Toast · API overview ↗

Read and write availability depends on the approved integration and its permissions.

doc.toasttab.com

Toast · Partner integrations ↗

Partner integrations have an application and certification process.

doc.toasttab.com

OpenTable · API documentation ↗

Access requires approval and agreement. Voice AI bookings use the relevant Voice AI API, not the consumer booking route.

docs.opentable.com

Food Standards Agency · Allergen guidance ↗

Use restaurant-approved information and route allergy safety questions to trained staff.

www.gov.uk

Show us one real workflow.

Tell us the call, the system and the result you need. We will confirm scope, access and a GBP proposal.

Explore Restaurants ↗