Restaurant AI Phone Answering: 18 Questions, Answered

The questions restaurant owners ask most, with short answers. Bilingual: every question is given in English, then in Chinese.

餐厅老板最常问的问题，附上简短答案。中英双语：每个问题先给英文，再给中文。

1. Languages

1. 语言

Q. How does the AI switch between languages?

A. It listens to the opening words. Within one or two words it detects English, Cantonese or Mandarin and switches its voice and vocabulary to match. No button to press.

问：AI 怎么在语言之间切换？

答：它会听开场的几个词。在一两个词之内就能分辨出英语、粤语或普通话，并随之切换声音与用词。不需要按任何按钮。

Q. Can it handle a caller who switches language mid-call?

A. The AI follows. Code-switching works in both directions: a Cantonese dish name inside an English sentence, or an English modifier inside a Chinese order.

问：来电者中途换语言，它接得住吗？

答：AI 会跟着切换。中英夹杂双向可用——英文句子里夹一个粤语菜名，或中文订单里夹一个英文定制项。

Q. What about a caller with a heavy accent?

A. Speech recognition is trained on diverse acoustic models, including regional accents and common bilingual phrasing. If confidence falls below a set threshold, the AI asks for clarification or redirects to a person.

问：来电者口音很重怎么办？

答：语音识别在多样的声学模型上训练，包含各地口音与常见的中英混说。置信度低于设定阈值时，AI 会请对方再说一次，或转接人工。

2. Orders and reservations

2. 点餐与订位

Q. Can the AI actually book a table, or does it just take a message?

A. Yes. It checks live availability against service hours, time slots, party-size limits, per-slot capacity and dining duration before offering a time, then confirms the booking or holds it for staff approval.

问：AI 是真的能订位，还是只留个言？

答：可以。它会对照服务时段、可用时段、人数上限、每时段容量与用餐时长查询实时空位，然后给出时间——确认订位，或交由员工审批。

Q. Can it take food orders and table reservations on the same line?

A. Yes. One multilingual AI host handles restaurant questions, food orders and table reservations on the same line.

问：同一通电话里既能点餐也能订位吗？

答：可以。同一个多语言 AI 接待，在一通电话里同时处理餐厅问询、餐点与订位。

Q. Does it handle modifications and special requests?

A. The AI holds the menu as a knowledge graph: modifiers such as extra spicy or sauce on the side, sizes, substitutions, combos and current pricing.

问：它能处理定制项和特殊要求吗？

答：AI 以知识图谱承载菜单：诸如“特辣”“酱另装”之类的定制项、规格、替换、套餐与当前价格。

Q. Does the AI recognize returning customers?

A. With caller ID integration, it recognizes returning callers, greets them by name and recalls their previous orders. A regular can reorder “the usual” in seconds.

问：AI 认得回头客吗？

答：通过来电显示识别，它能认出回头客、叫出名字并调出历史订单——老客人几秒钟就能“照旧”重下。

3. Hardware and setup

3. 硬件与上线

Q. Does the restaurant need to install any hardware?

A. No hardware installation is required in the restaurant. The kitchen order board runs on any web-enabled device: an iPad, an Android tablet, a laptop, or the existing POS terminal screen.

问：餐厅需要安装任何硬件吗？

答：餐厅现场无需安装任何硬件。后厨订单看板可以跑在任何能上网的设备上——iPad、安卓平板、笔记本电脑，或现有的 POS 终端屏幕。

Q. Does the phone number change?

A. No. You keep the public number you have always published. DineCall provisions a localized routing number, and you set up conditional forwarding — when busy, unanswered or offline — or forward all calls.

问：电话号码会变吗？

答：不会。您保留一直对外公开的那个号码。DineCall
会开通本地路由号码，由您设置条件转接——占线、无人接听或离线时——或直接全量转接。

Q. How long does setup take?

A. Configuration and AI training typically complete in 2 to 3 business days: menu digitization, bilingual translation verification and routing tests.

问：配置要多久？

答：配置与 AI 训练通常在 2 到 3 个工作日内完成：菜单数字化、双语译文核对与路由测试。

4. Pricing

4. 费用

Q. What does it cost, and is there a setup fee?

A. A base monthly fee per location, with zero order commission and no setup fee. Every plan includes the AI phone agent, the restaurant website, online ordering and reservations, QR ordering and the management dashboard. Multi-location plans are quoted by location count and call usage. Current rates are on our pricing page.

问：费用是多少？有没有一次性设置费？

答：按门店收取基础月费，订单抽成为零，也没有一次性设置费。每个方案都包含AI 电话接听、餐厅网站、网上点餐与订位、扫码点餐以及管理后台。多门店方案按门店数量与通话用量报价。当前费率请见我们的定价页。

5. Integrations

5. 集成

Q. Does it work with our POS?

A. DineCall works with or alongside POS KING, Square, Toast, Clover, SpotOn, NCR Aloha, Shift4, RestoSuite, Olo and OpenTable; the exact wiring is confirmed during the demo. For systems outside that list, an open, documented ordering API covers the integration.

问：能接我们的 POS 吗？

答：DineCall 与 POS KING、Square、Toast、Clover、SpotOn、NCR Aloha、Shift4、RestoSuite、Olo 和 OpenTable 协同工作，具体接线在演示中确认。不在此列的系统，可通过开放且有文档的点餐 API 接入。

Q. Where do the orders show up?

A. Phone, web and QR orders appear on the same live kitchen order board. Depending on your setup they can also flow into the POS through the ordering API — the kitchen sees one queue regardless of channel.

问：订单最后显示在哪里？

答：电话、网上与扫码订单都出现在同一个实时后厨看板上。按您的配置，它们也可以通过点餐 API 流入 POS——后厨面对的是同一条队列，与渠道无关。

6. Security and data

6. 安全与数据

Q. Is credit card data safe?

A. Yes. Payments run through PCI-DSS compliant gateways such as Stripe, and DineCall servers never see or store raw credit card numbers. Call recordings are encrypted at rest (AES-256) and in transit (TLS 1.3).

问：信用卡数据安全吗？

答：安全。支付通过符合 PCI-DSS 的网关处理，例如 Stripe；DineCall 的服务器从不接触、也不存储原始信用卡号。通话录音在静态存储时以 AES-256 加密、传输时以 TLS 1.3 加密。

Q. Who owns the customer data?

A. The restaurant does. Every customer record — phone number, order history and preferences — belongs to the restaurant.

问：客户数据归谁？

答：归餐厅。每一份客户记录——电话号码、订单历史与偏好——都属于餐厅。

7. When the AI is not sure

7. AI 不确定的时候

Q. What happens when the AI cannot handle a call?

A. If speech confidence falls below 70%, or the caller asks for a human manager, the AI alerts your front-of-house staff by phone ring or dashboard notification. If the line is busy, a call-back ticket is logged.

问：AI 处理不了的时候会发生什么？

答：当语音置信度低于 70%，或来电者要求转接经理时，AI 会以电话响铃或看板通知的方式提醒前台员工。若占线无人接听，则记录一条回电工单。

8. Speed and availability

8. 速度与可用性

Q. How fast does the AI respond?

A. Speech-to-text and text-to-speech are tuned for natural phone conversation, with response latency under 800 milliseconds.

问：AI 响应有多快？

答：语音识别与语音合成针对自然通话调校，响应延迟低于 800 毫秒。

Q. Does the AI answer outside business hours?

A. Yes: 24/7 and multilingual, included with every plan.

问：非营业时间也能接听吗？

答：可以：每天 24 小时、多语言，并包含在每个方案中。

Where to check every answer

去哪里核对每一个答案

The full answers, with the sources behind them, are in the FAQ article: https://dinecall.ai/en/blog/ai-phone-answering-restaurants-faq

完整答案及其来源见 FAQ 文章：https://dinecall.ai/zh/blog/ai-phone-answering-restaurants-faq

Current rates: https://dinecall.ai/en/pricing

当前费率：https://dinecall.ai/zh/pricing

The platforms we work with: https://dinecall.ai/en/integrations

我们合作的平台：https://dinecall.ai/zh/integrations

Summarised from published product behaviour as of 2026-10-28; the pages above are authoritative. Questions about your own menu, bookings or setup: hello@dinecall.ai

以上内容依据截至 2026-10-28 公开的产品行为整理，以上页面为准。关于您自己的菜单、订位或上线问题：hello@dinecall.ai

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