Restaurant AI Phone Deployment Checklist

What a restaurant needs ready before an AI phone host answers its line — and what does not change at all. Work down the list before go-live. Every row is bilingual: English first, then Chinese.

在 AI 电话助手接手餐厅线路之前，需要准备好的每一项——以及完全不会改变的每一项。上线前请逐项核对。每一行都是中英双语：先英文，后中文。

1. What is configured for you

Configuration and AI training are typically completed in 2 to 3 business days. That work covers three things: menu digitization, bilingual translation verification, and routing tests.

配置与 AI 训练通常在 2 到 3 个工作日内完成，包含三项工作：菜单数字化、双语译文核对，以及路由测试。

Menu digitization — the full menu enters the system so the voice agent knows every item, modifier, size, substitution, combo and current price	
Bilingual translation verification — what the agent will say in each language it speaks is checked before the line goes live	
Routing tests — test calls confirm the forwarding is right and that the AI answers with response latency under 800ms	

2. What your restaurant needs to have ready

These are the things to have ready before the deployment call. The blanks are for your own notes — the date you sent the menu, the extension to ring, and so on.

这些就是在部署通话之前需要准备好的内容。表格中的空格留给你自己记录——例如菜单送出的日期、需要振铃的分机等等。

Your menu, with item names in English and Chinese, prices, modifiers, sizes, substitutions, combos and current availability	
Business hours for each service	_____
Address, parking and directions	_____
Allergen information — for example MSG, nuts, gluten	_____
Your license details	_____
Booking policies: service hours, party-size limits, per-slot capacity, dining duration, booking horizon, minimum notice, last seating	
Your decision on auto-confirming eligible bookings or holding them for staff approval	
Your existing public phone number, and whether calls forward when the line is busy, when it rings out unanswered, or when the line is closed	
One web-enabled device for the kitchen board — an iPad, an Android tablet, a laptop, or an existing POS terminal screen	
Who receives the handoff alert when a call needs a person	_____
菜单：品项中英文名称、价格、定制项、规格、替换、套餐与当前供应状态	
每个餐段的营业时间	_____

地址、停车与交通指引	_____
过敏原信息——例如味精、坚果、麸质	_____
牌照信息	_____
订位规则：服务时段、人数上限、每时段容量、用餐时长、可订天数、最短提前量、末次入座时间	
明确可自动确认的预订是否直接确认，或转交员工审批	
你现有的对外电话号码，以及电话在占线、无人接听或打烊时是否转接	
一台能上网的设备作后厨看板——iPad、安卓平板、笔记本电脑，或现有 POS 终端屏幕	
转人工告警由谁接收	_____

3. What does not change

Your public phone number stays yours. Your point-of-sale system stays yours — DineCall operates alongside existing POS systems, and provides an open, documented ordering API for synchronizing tickets directly into select POS terminals. The kitchen board shows incoming phone, web and table orders together, and it runs on any web-enabled device: no hardware is installed in the restaurant.

你的对外电话号码仍然归你使用。你的 POS 系统仍然是你自己的——DineCall 与现有 POS 并行运行，并提供开放、有文档的订餐 API，可将订单直接同步到部分 POS 终端。后厨看板把电话、网页与桌台订单放在一起显示，并且可以跑在任何能上网的设备上：餐厅现场无需安装任何硬件。

4. On go-live day

Run these checks on a live line before service. If a caller asks for a human manager, or speech confidence drops below threshold, the AI alerts the front-of-house team by phone ring or dashboard notification — and logs a call-back ticket if the lines are busy.

正式营业前，请在实际线路上逐项验证。若来电者要求转接人工经理，或语音识别把握低于阈值，AI 会通过电话振铃或后台通知呼叫前厅团队；若占线，则记录一条回电工单。

Call forwarding is live and the AI answers on the existing number	
A test call is answered in the caller's own language, switched mid-call if the caller switches	
A test order lands on the kitchen board the way a web order does	
A menu change is reflected on the line, on the website and on the QR codes at the same time	
A question the caller should never get wrong — hours, parking, an allergen — is answered correctly	
A request for a person reaches the team by phone ring or dashboard notification	
转接已生效，AI 用原有号码接听	
测试电话用来电者自己的语言接听，来电者中途切换语言时 AI 也切换	
测试订单像网页订单一样出现在后厨看板上	
菜单改动在线路、网站与二维码上同时生效	
来电者最容易听错的问题——营业时间、停车、过敏原——回答正确	
要求转人工的来电通过电话振铃或后台通知到达团队	

5. A restaurant already running this setup

King Do Seafood in Surrey, BC: the AI phone host answers their existing line in production, with more than 100 phone orders taken.

Surrey 的京都海鲜酒家：AI 电话助手在生产环境接听他们原有的线路，已接下超过 100 笔电话订单。

Sources

来源

The walkthrough this checklist comes from: https://dinecall.ai/en/blog/what-deploying-dinecall-ai-actually-looks-like

这份清单整理自以下文章：https://dinecall.ai/en/blog/what-deploying-dinecall-ai-actually-looks-like

The Chinese version of the same walkthrough: https://dinecall.ai/zh/blog/what-deploying-dinecall-ai-actually-looks-like

同一篇走查文章的中文版：https://dinecall.ai/zh/blog/what-deploying-dinecall-ai-actually-looks-like

A restaurant already running this setup: https://dinecall.ai/en/customers/king-do-seafood

已经在运行这一套方案的餐厅：https://dinecall.ai/en/customers/king-do-seafood

Summarised from published product behaviour as of 2026-10-28; the pages above are authoritative. The blanks are yours to fill in. Questions about your own setup: hello@dinecall.ai
以上内容依据截至 2026-10-28
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