Restaurant AI Phone RFP Checklist

The document to send to every AI phone vendor you are evaluating — including us — before you sign anything. Bilingual: every requirement is given in English, then in Chinese.

Send the same seven questions to each vendor, get the answers in writing, score them, then test the line yourself.

把同样的七个问题发给每一位你正在评估的供应商（包括我们），要求书面答复并打分，然后亲自打一遍电话验证。

1. Latency: ask for a number, not a promise

Ask every vendor for the response latency on a live inbound call, in milliseconds, and for the method they used to measure it.

What a good answer looks like: A number, and how it was measured. A promise without a number is not an answer — treat it as the answer.

1. 响应延迟：要求给出数字，而不是承诺

要求每一位供应商给出真实来电场景下的响应延迟（毫秒数），以及测量方法。

好的回答应该包含：一个有数字、有测量方法。没有任何数字的承诺不算回答——这本身就是回答。

2. Language handling: ask how it decides, not which languages it claims

Ask the vendor to explain, in one sentence, how the system decides which language the caller is speaking mid-sentence, with no menu button — and what happens on an accent or a code-switched sentence.

What a good answer looks like: A one-sentence mechanism, a defined behaviour for accents and mixed sentences, and a stated fallback when the system is not confident.

2. 语言处理：问它如何判断，而不只是问它支持哪些语言

要求供应商用一句话说明：在没有按键菜单的情况下，系统如何判断来电者正在说什么语言；以及遇到口音或中英混说时会怎样。

好的回答应该包含：一句话讲清判断机制，说明口音与混合语句的处理方式，并给出不确定时的兜底行为。

3. Menu grounding: ask what happens with your real modifiers

Require each vendor to work from your actual menu and to tell you how a modifier survives into the order. A restaurant menu is a stack of modifiers, sizes, substitutions, combos and prices that change.

What a good answer looks like: An order that carries the modifier, the quantity and the price as structured fields, rather than a free-text note for a human to interpret.

3. 菜单落地：问它如何处理你真实的定制项

要求每位供应商用你的真实菜单作答，并说明定制项如何进入订单。餐厅菜单是叠加了定制项、规格、替换、套餐与可变价格的复杂结构。

好的回答应该包含：订单中以结构化字段携带定制项、数量与价格，而不是留给人工去理解的一段自由文本备注。

4. Capture: require the payload, not the promise

Ask for a sample of the order payload the system emits, in writing, during the demo. It tells you more about the vendor than any slide does.

What a good answer looks like: A written payload you can inspect: order ID, order source, call language, a customer record with a masked phone number, order type, and each line item with its name, quantity, price and modifiers, plus

subtotal, tax and total.

4. 落单：要求看数据，不要听承诺

在演示环节要求供应商书面给出系统发出的订单数据样例。这比任何一页幻灯片都更能说明问题。

好的回答应该包含：一份可审阅的书面数据：订单 ID、订单来源、通话语言、含脱敏电话号码的客户记录、订单类型，以及每个明细行的名称、数量、价格与定制项，并包含小计、税费与总计。

5. Handoff: ask what happens when the agent is not sure

Every vendor will tell you their agent escalates to a human. Ask for the trigger, the threshold and the notification path instead.

What a good answer looks like: The threshold, who gets notified, how they are notified, and what happens when nobody answers. Those three details are what you are really buying.

5. 转人工：问它不确定的时候会发生什么

每位供应商都会说他们的智能体可以转人工。请直接问：触发条件、阈值，以及通知路径。

好的回答应该包含：阈值本身、通知谁、如何通知，以及无人接听时怎么办。这三点才是你真正买的东西。

6. Security and call recordings: ask for the specifics

Ask which compliance regime the payments run under, who processes them, and what happens to call recordings.

What a good answer looks like: A named compliance regime and payment processor, whether raw card data is ever seen or stored, how recordings are protected, and how one-party versus two-party call-consent rules are handled. “We take security seriously” has not answered the question.

6. 安全与通话录音：问具体细节

问清支付运行在哪一套合规体系下、由谁处理，以及通话录音会如何被保管。

好的回答应该包含：明确的合规体系与支付处理方、是否接触或存储原始卡数据、录音如何被保护，以及如何处理单方同意与双方同意的通话录音规则。“我们非常重视安全”并没有回答问题。

7. Deployment: ask what “go live” includes

Ask for a date, then ask for the list of things that date assumes. Nothing should be installed in the restaurant unless you want it to be.

What a good answer looks like: A date plus its assumptions, and a stated answer on hardware, phone numbers and what happens to the restaurant’s existing public number.

7. 上线：问清“上线”到底包含什么

先要一个日期，再问这个日期的前提是什么。除非你希望，否则餐厅现场不应安装任何东西。

好的回答应该包含：一个日期加上它的前提条件，并对硬件、电话号码、以及餐厅现有对外号码如何处理给出明确说明。

How to score the answers

如何给答案打分

Score the answers in writing before you speak to anyone again. Give each requirement a pass, a fail or a “needs a demo”, and record the vendor’s own words next to the score.

在再次与任何供应商沟通之前，先把答案书面打分：每一条要求给出通过、不通过或“需要在演示中验证”，并在分数旁记录供应商的原话。

Require the price in a shape you can audit: base fee per location, included minutes, the per-minute rate above the allowance, commission on orders, whether there is a setup fee, and how overage is metered.

要求价格以可审计的形式呈现：每门店基础费用、包含的通话分钟数、超出后的每分钟费率、订单抽成、是否有一次性设置费用，以及超额部分如何计量。

Weight the technical answers above the commercial ones, because any vendor can quote a price. Two answers disqualify a vendor on their own: a latency promise with no number, and a refusal to let you call the line yourself.

技术类答案的权重应高于商务类答案，因为任何供应商都会报价。有两种回答本身就能淘汰供应商：只给延迟承诺却不给数字，以及拒绝让你自己打这通电话。

Then test it yourself before you sign

签约前，亲自验证一遍

The written answer is the shortlist. The call is the decision. During the demo, call the line the way a guest would and stay on it.

书面答案是入围名单，实际通话才是决策。在演示中，像客人一样打过去，并且不要挂断。

Order with a modifier. Switch language mid-sentence. Ask a question the menu does not answer. Ask for a human. Then ask where the call landed and how it reached your kitchen and your books.

下一个带定制项的订单；在句子中间切换语言；问一个菜单里没有答案的问题；要求转人工。然后问这通电话最终落在哪里，以及它如何进入你的后厨与账目。

Sources

来源

PolyAI, “How to write a conversational AI RFP: 5 tips” — https://poly.ai/conversational-ai/rfp-checklist (fetched 2026-10-28). Its guidance that a voice RFP should test how vendors handle accents, noise and the voice tech stack is the starting point for the language and stack questions above.

PolyAI《如何撰写对话式 AI 的 RFP：5 个建议》—— https://poly.ai/conversational-ai/rfp-checklist （2026-10-28 抓取）。其“语音 RFP 应考察供应商如何处理口音、噪音与语音技术栈”的建议，是上面语言与技术栈问题的出发点。

DineCall AI publishes its own answers to all seven requirements, with the sources behind them, at https://dinecall.ai/en/blog/restaurant-ai-phone-rfp-what-to-ask-vendors — ask us for the same written answers you asked the other vendors for.

DineCall AI 在 https://dinecall.ai/zh/blog/restaurant-ai-phone-rfp-what-to-ask-vendors 公开了我们对全部七条要求的答复及其来源。欢迎向我们要与其他供应商同样的书面答复。

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