OpenTable Call Routing Sheet

You already run OpenTable. This sheet decides which calls the AI phone line answers, which stay with OpenTable, and which still come to your team. Every row is bilingual: English first, then Chinese.

你已经在用 OpenTable。这份表用来决定：哪些电话由 AI 接线员接听，哪些继续留在 OpenTable，哪些仍然转给你的团队。每一行都是中英双语：先英文，后中文。

1. The split, side by side

Left column: what stays as it is. Right column: what the AI phone line takes on the number the restaurant already publishes.

左栏：保持不变的部分。右栏：AI 接线员在餐厅原本对外公布的号码上接手的内容。

Your reservations stay managed in OpenTable, exactly as they are	你的订位照旧由 OpenTable 管理	OpenTable's reservati channel
Business hours, address, parking, directions, allergen warnings (e.g. MSG, nuts, gluten) and license details	营业时间、地址、停车场、路线、过敏原提示（如味精、花生、麸质）与牌照信息	The whole menu — it on the side"), sizes, s pricing

2. Route every call: fill this in

One row per call type. Write down who answers it today, who should answer it on the AI line, and anything the AI needs to know to get it right.

每种来电写一行：写下现在由谁接听、应该由 AI 线路上的谁接听，以及 AI 要答对需要知道什么。

A guest asks what time you open and where to park
客人问营业时间和停车场在哪里
A guest asks whether a dish contains a nut or gluten
客人问某道菜里有没有坚果或麸质
A guest orders dinner to collect
客人电话下单到店自取
A guest asks what a dish costs and what can be changed on it
客人问某道菜多少钱、能改什么
A guest books a table for four
客人订一张四人桌
A guest asks to speak with a manager
客人要求与经理通话
A regular calls to reorder their usual
老客来电点“老样子”
A caller speaks Cantonese or Mandarin

来电者说粤语或普通话
A caller calls in the middle of the dinner rush
晚餐高峰时段的来电

3. The rules behind the routing

Four rules worth writing on the sheet above:

有四条规则值得写在上面的表格里：

If the AI is not confident, or the caller asks for a human manager, your front-of-house is alerted by phone ring or dashboard notification — and a call-back ticket is logged if the lines are busy
如果 AI 没有把握，或来电者要求找经理，前台会收到电话振铃或后台通知；若占线，则记录一条回电工单
One call can cover a question, a food order and a table booking, on the same multilingual phone host
一个电话就能处理问题、点餐与订桌，都在同一个多语言接线员上完成
OpenTable keeps managing your reservations while DineCall answers the phone — handling hours, directions and complete phone orders without touching your booking flow
OpenTable 继续管理你的订位，DineCall 负责接听电话——回答营业时间、路线并完整记录点餐订单，两者互不干扰
The line takes several calls at once — there is no busy signal while the dinner rush is on
线路可同时接听多通电话——晚餐高峰期间也不会出现占线

Sources

来源

The article this routing sheet comes from: https://dinecall.ai/en/blog/dinecall-ai-opentable

这份分流表整理自以下文章：https://dinecall.ai/en/blog/dinecall-ai-opentable

The Chinese version of the same article: https://dinecall.ai/zh/blog/dinecall-ai-opentable

同一篇文章的中文版：https://dinecall.ai/zh/blog/dinecall-ai-opentable

How DineCall sits alongside OpenTable: https://dinecall.ai/en/integrations/opentable

DineCall 与 OpenTable 如何并行：https://dinecall.ai/en/integrations/opentable

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 公开的产品行为整理，以上页面为准。表格中的空格由你自行填写。关于你自己的配置：hello@dinecall.ai

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