SYNQ3 Restaurant Solutions' off-premise technology helped several nationwide brands manage the spike in takeout orders as dine-in closed during the COVID-19 pandemic.

FOR IMMEDIATE RELEASE

Colorado Springs, CO. (April 20, 2021) – Restaurants nationwide, from quick-service to fine dining, had to up their takeout and delivery game when the coronavirus hit. Would-be patrons quickly found out which restaurants offered convenient and efficient to-go services and which did not. At several nationwide chains, a voice-powered, conversational AI helped boost their takeout orders. This highly scalable system processed more than 23 million AI restaurant transactions in 2020.

Colorado-based tech company SYNQ3 Restaurant Solutions provides this AI, person-supported technology, also known as SYNQ Voice, for thousands of restaurants across the U.S. When the COVID-19 pandemic started shutting down dine-in services, SYNQ Voice experienced ordering spikes of more than 350 percent, CEO Steve Bigari said. Even now, the AI processes millions of transactions each month. SYNQ3 had to hire another 250 employees to keep up with the demand.

One partner, Noodles & Company, credits SYNQ3's AI solution with helping them stay connected with their guests through the shutdowns. "When the pandemic hit, having convenient, easy-to-use, ordering services such as call-in support and digital ordering, empowered our dine-in patrons, like our many off-premise guests, to stay connected with us and still get their favorite meals. SYNQ3 helped us to continue providing great service for all of our guests, while also still having the ability to customize their orders as they would when ordering in-restaurant," Emily Kaminski, Director of Channel Development at Noodles & Company said.

So, how does the tool work? SYNQ Voice conversationally acquires guest orders and submits them directly into the restaurants' POS systems. When guests connect with a restaurant by voice, either by calling the restaurant or using a voice assistant like Siri or Google to reach the restaurant, they can place their order with the AI or speak to an ordering specialist at any time. Synq Voice can also support emerging ordering channels, such as SMS text ordering and in-car commerce.

Along with taking orders, SYNQ Voice offers many other functions including processing payments, taking delivery orders, offering upsells, answering questions and providing assistance with curbside pickup. Having these off-premise, order-taking services makes it possible for the restaurants to handle a surplus in takeout and delivery orders.

Before COVID-19, the restaurant industry already had a rapidly growing trend toward takeout that encouraged brands to begin implementing off-premise solutions. The pandemic accelerated the trend. Unfortunately, many restaurants were not able to adapt in time. More than 110,000 establishments, 17 percent of restaurants, closed "permanently or long-term," according to the [NRA](#).

"The large growth in restaurant, off-premise ordering is here to stay; it was here before the pandemic, and there's even more reason for it now. Even after all the restrictions pass, the

vaccine is distributed, and a sense of normalcy returns, to-go food-ordering will continue to be an important growth strategy for our brands. It's important for restaurants to set themselves up to meet and exceed guest expectations; and guests want safe, convenient takeout," Bigari said.

About SYNQ3 Restaurant Solutions

SYNQ3 Restaurant Solutions is a restaurant technology and innovations company that synchronizes people, process and technology to enhance ordering, improve guest experiences, and increase restaurant sales and profits. With billions of dollars in restaurant orders processed, SYNQ3 has been helping restaurants increase average check, improve up-sell, enhance order-processing and provide better customer service both on the phone and on location for several years. SYNQ3 works with more than 30 top restaurant brands servicing thousands of locations nationwide. With a passion for innovation, the SYNQ3 team continues to re-imagine the restaurant industry and provide transformational services and technologies for top restaurant brands.

For additional information, please visit SYNQ3's website at www.synq3.com.

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