

SoundHound and Olo Partner to Provide Voice AI Ordering to Restaurants

Voice AI from SoundHound understands natural human speech; Drives more orders and frees up employees

SANTA CLARA, Calif.--(BUSINESS WIRE)--Sep. 28, 2023-- SoundHound AI, Inc (Nasdaq: SOUN) ("SoundHound"), a global leader in voice artificial intelligence, today announced that it has integrated with Olo (NYSE: OLO), a leading restaurant SaaS provider, to make its technology available to any of the approximately 77,000 locations using Olo's solutions. Joining Olo's partner program, Olo Connect, now even more restaurants will be able to process voice orders placed at the drive thru, in-store kiosk, or over the phone with high speed and accuracy using artificial intelligence.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20230928896401/en/>



SoundHound and Olo Partner to Provide Voice AI Ordering to Restaurants (Graphic: Business Wire)

SoundHound's best-in-class voice AI system can learn any restaurant's menu and be deployed quickly to perform critical tasks like processing orders, answering customer questions, and even upselling

add-ons and special offers. All voice orders are transmitted directly to the Olo platform which seamlessly integrates with a restaurant's operations.

SoundHound's patented voice AI is optimized to understand natural human speech. This means a customer won't have to modify their language or interact awkwardly with the software – they can just speak as they would to another person.

Working together, SoundHound and Olo will enable thousands of restaurant locations to harness voice AI to free up staff to complete more complex tasks while still providing reliable, consistent customer service.

With consumers increasingly [open to the idea of AI and automation](#), SoundHound's voice AI promises to further enhance the guest experience while allowing restaurants to capture more orders and drive revenue.

"It's becoming clear that soon every business will have a customer service voice assistant, and we're delighted to join Olo Connect to provide its entire restaurant network with access to SoundHound's powerful voice AI," said James Hom, Co-Founder and Chief Product Officer at SoundHound. *"We'll be using our years of AI know-how to help restaurants drive more orders and give guests what they want – a fast, hassle-free experience."*

"At Olo, we are constantly looking to connect our restaurant brands to innovative technology through our partner network that keeps them ahead of the curve," said Nolan DeCoster, SVP of Partnerships and Business Development at Olo. *"We are thrilled to partner with SoundHound to bring their voice AI to multiple ordering applications within restaurants, an exciting step forward in our pursuit to help build the restaurant of the future for our customers."*

Find out more about SoundHound for Restaurants [here](#).

About SoundHound AI

SoundHound (Nasdaq: SOUN), a global leader in conversational intelligence, offers voice AI solutions that let businesses offer incredible conversational experiences to their customers. Built on proprietary technology, SoundHound's voice AI delivers best-in-class speed and accuracy in numerous languages to product creators across automotive, TV, and IoT, and to customer service industries via groundbreaking AI-driven products like Smart Answering, Smart Ordering, and Dynamic Interaction™, a real-time, multimodal customer service interface. Along with SoundHound Chat AI, a powerful voice assistant with integrated Generative AI, SoundHound powers millions of products and services, and processes billions of interactions each year for world class businesses.

About Olo

Olo (NYSE: OLO) is a leading open SaaS platform for restaurants that enables hospitality at every guest touchpoint. Millions of orders per day run on Olo's on-demand commerce engine, providing restaurants a single source to understand and serve every guest from every channel, whether direct or third-party. With integrations to over 300 technology partners, Olo customers can build personalized guest experiences in and outside of their four walls, utilizing one of the largest and most flexible restaurant tech ecosystems on the market. Over 600 restaurant brands trust Olo to grow their sales, do more with less, and make every guest feel like a regular. Learn more at olo.com.

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