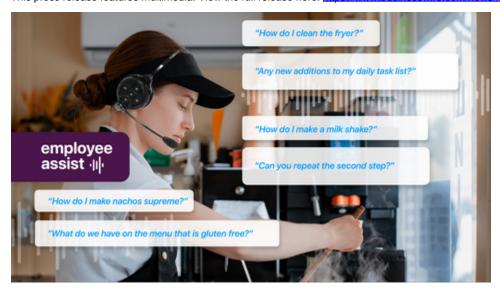# SoundHound AI Announces New Employee Assist Voice AI Product for Restaurants

SoundHound's Employee Assist uses advanced voice technology to coach in-store employees through actions and provide fast answers to critical questions

SANTA CLARA, Calif.--(BUSINESS WIRE)--Nov. 16, 2023-- SoundHound AI, Inc. (Nasdaq: SOUN), a global leader in voice artificial intelligence, today announced that it is now offering Employee Assist, a new state-of-the-art conversational AI product that supports restaurant employees by allowing them to instantly learn critical information about food, tasks, and other operations without having to reach for a manual or distract another busy member of staff.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20231116512385/en/

Easily accessible via a headset or tablet, Employee Assist uses SoundHound's voice AI with generative AI capabilities to learn instruction manuals, ingredient and allergen information, and more. (Graphic: Business Wire)

Employee Assist is a category-defining voice AI technology that enables restaurant employees from both the front and back-of-house to ask a custom-trained voice assistant critical questions – and get immediate responses – completely hands-free.

Easily accessible via a headset or tablet, this groundbreaking product uses SoundHound's voice AI with generative AI capabilities to learn and understand instruction manuals, ingredient and allergen information, and more. It then relays this knowledge directly to employees via their headsets as part of a fluid two-way conversation, with the system able to answer any question (and follow-up questions). It's like having an expert in the ear of every employee!

In a world of labor shortages and employee churn, this new automation tool helps restaurant workers access the information they need instantly – even if they're new on the job.

Employee Assist requests may include:

- Information about food and drink items – including ingredients, allergens, and coaching on preparation
- Business FAQs – like opening hours, holiday closures, baby changing or disabled facilities
- Updates on the managers log and important daily tasks to be completed

Employee Assist helps restaurant operators reduce the natural friction that comes with inexperienced and multitasking employees trying to complete orders. Now they can be coached step-by-step by Employee Assist – avoiding the need to remove their gloves, consult a manual, or distract another employee.

The technology also understands natural human speech without employees having to modify the way they talk.

"Employee Assist offers a first class solution to support busy employees and remove any friction and confusion from the equation. It's an AI-powered expert in their ear that delivers the right information every time," said James Hom, Co-Founder and Chief Product Officer at SoundHound AI. *"Both restaurant operators and customers are now embracing cutting-edge technology like this because they understand that it's capable of creating a more efficient and productive ordering experience."*

Employee Assist is a first-of-its-kind technology that demonstrates how sophisticated AI can be deployed to provide support and assistance to staff on the ground in restaurant and hospitality settings. A recent SoundHound consumer study found that technology is now one of the top three most critical factors driving restaurant customer satisfaction.

You can watch a demo of Employee Assist here. To learn more about restaurant solutions from SoundHound AI, visit www.soundhound.com.

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.

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