

# SoundHound Phone Ordering Crosses Milestone as AI System Processes 100 Million Customer Interactions for Restaurants Across the U.S.

*Hundreds of millions of dollars' worth of orders have been processed with category-leading voice AI*

SANTA CLARA, Calif.--(BUSINESS WIRE)--Oct. 31, 2024-- SoundHound AI, Inc. (Nasdaq: SOUN), a global leader in voice artificial intelligence, announced today that the company's AI phone ordering technology has crossed a milestone, processing over 100 million interactions with restaurant customers, including hundreds of millions of dollars' worth of food orders.

This press release features multimedia. View the full release here: <https://www.businesswire.com/news/home/20241031567411/en/>



SoundHound's Phone AI Has Now Processed Over 100 Million Customer Interactions For Restaurants Across the U.S. (Graphic: Business Wire)

SoundHound's current roster of customers using its [Smart Ordering](#) AI service includes Chipotle, Jersey Mike's, Applebee's, Habit Burger, Noodles & Company, Beef O'Brady's, Casey's General Stores, and many more.

This new data from SoundHound pertains to customer interactions handled by the company's cutting-edge restaurant phone solutions, including those processed by AI phone ordering services developed by SYNQ3 (acquired by SoundHound [in early 2024](#)).

The company works with over ten thousand restaurant locations in the U.S. and beyond, with AI phone ordering expanding rapidly as a key channel for restaurants looking to drive revenue, support employees, and provide an accurate, consistent experience for their customers – particularly during busy periods.

*"AI phone ordering is no longer just a 'nice to have,' it's become a critical part of restaurant operations helping many of the best known brands in America deliver the kind of customer experience that they're celebrated for," said Steve Bigari, EVP, AI for Restaurants at SoundHound AI. "We're proud to be the provider of choice for so many of them, and right now we're rapidly deploying cutting-edge solutions so that restaurants can provide consistently excellent ordering and customer service across every channel."*

SoundHound's Smart Ordering phone AI takes carryout, curbside, and delivery orders for restaurant operators – processing payment for orders, offering quick and convenient reorders, and integrating with point of sale and loyalty systems. The automated service is also able to provide customizable answers to customer FAQs on topics like opening times and parking.

Recently, SoundHound's [acquisition of Amelia](#) has enabled the business to expand its comprehensive omnichannel solutions and offer marquee clients additional conversational AI support across IT, guest relations, catering, and more.

For more information about SoundHound AI's restaurant solutions, visit [www.soundhound.com](http://www.soundhound.com).

*The data shared in this release by SoundHound relates to interactions – including orders and other customer queries – handled exclusively by the company's AI phone answering service since 2020.*

## About SoundHound AI

SoundHound (Nasdaq: SOUN), a global leader in conversational intelligence, offers voice and conversational AI solutions that let businesses offer incredible 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 and service providers across retail, financial services, healthcare, automotive, smart devices, and restaurants via groundbreaking AI-driven products like Smart Answering, Smart Ordering, Dynamic Drive Thru, and Amelia AI Agents. 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.

View source version on [businesswire.com](https://www.businesswire.com/news/home/20241031567411/en/): <https://www.businesswire.com/news/home/20241031567411/en/>

## Media Contact

Fiona McEvoy  
415-610-6590

[PR@SoundHound.com](mailto:PR@SoundHound.com)

Source: SoundHound AI, Inc.