



xServe

Intelligent Order Management

**Revolutionizing service
efficiency for Saudi Arabia's
leading fast-food chain**

The Challenge

Manual Processing Bottlenecks

- Order processing delays during peak hours
- Human error in order accuracy
- Limited scalability during rush periods

Market Expectations

- Long wait times affecting satisfaction
- Inconsistent service quality
- Peak hour service degradation

Operational Inefficiencies

- Staff overwhelmed during busy periods
- Resource allocation challenges
- Limited real-time order tracking

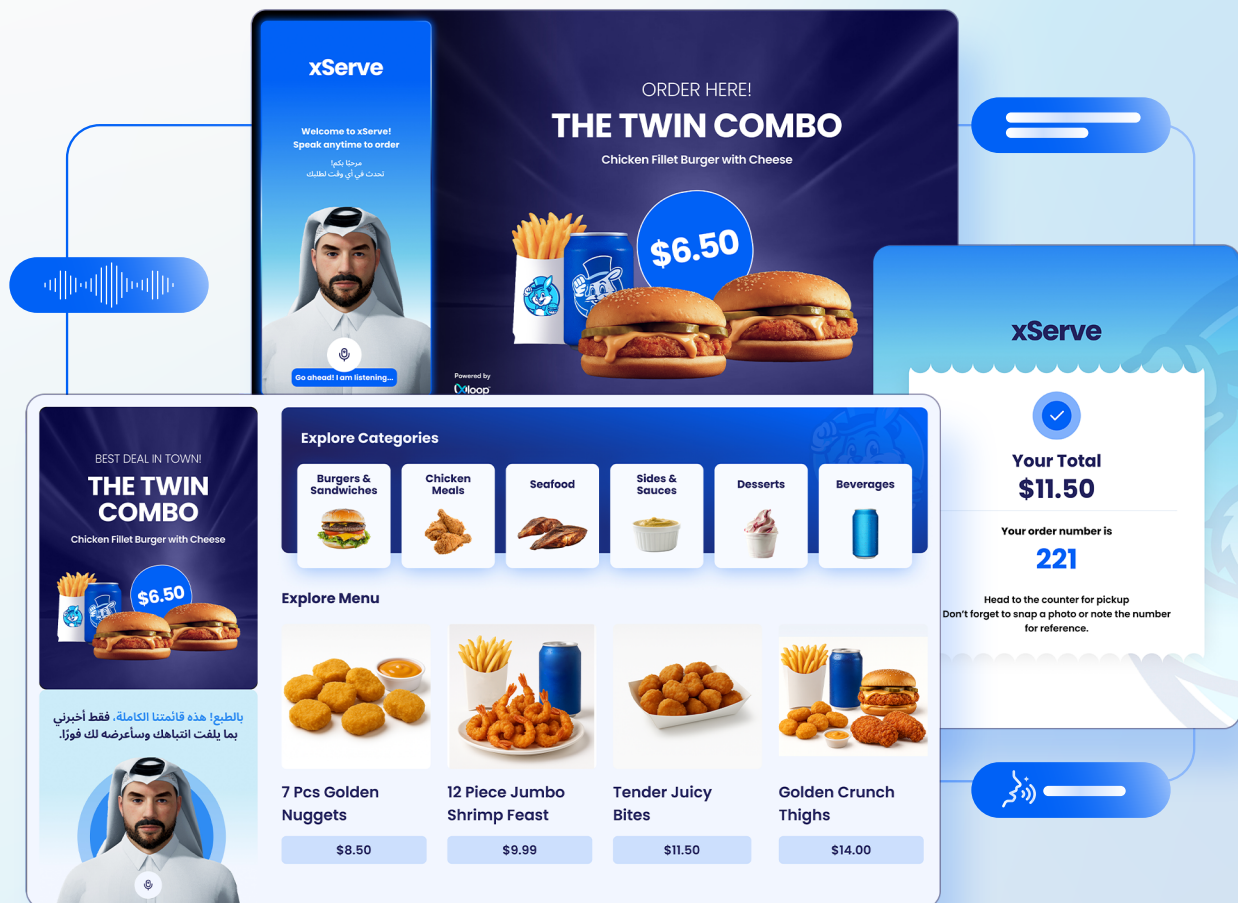
The Opportunity & Solution

xLoop developed xServe, an AI-powered, agentic order management system tailored for fast-food operations. The system automates and personalizes order-taking with intelligent AI-driven recommendations, enabling customers to enjoy seamless, customized interactions anytime.



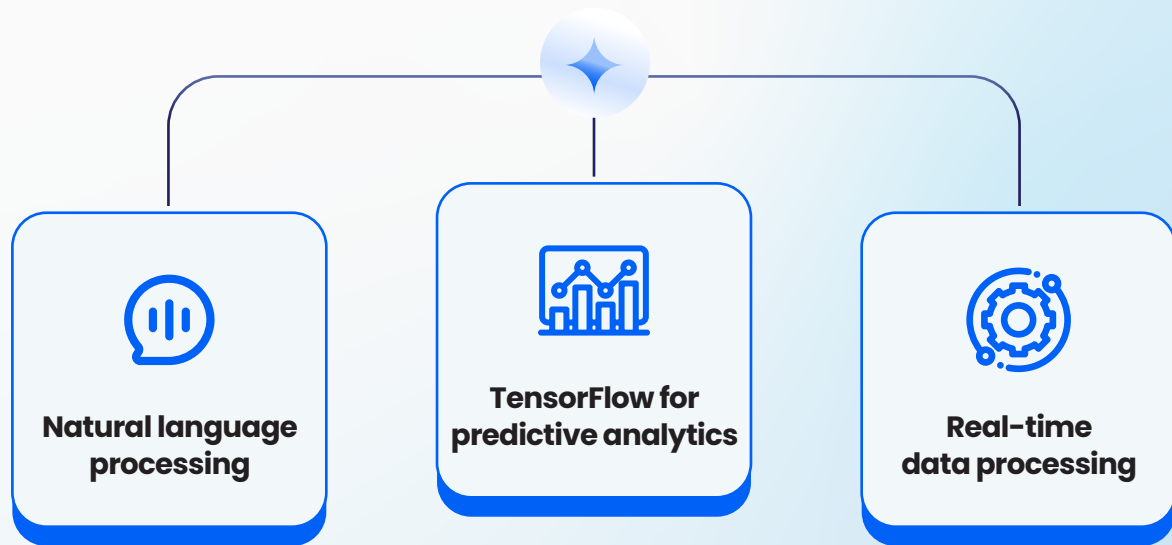
The Solution

xServe

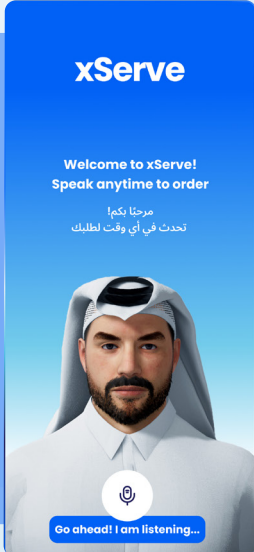


- Order automation to boost speed, reduce errors, and increase order quantity during peak hours.
- AI-based dish recommendations aligning with customer dietary preferences and past order behavior.
- Personalized deal suggestions maximizing upselling and average order value growth.
- 24/7 availability through multi-channel integration, including voice commands, online ordering, and mobile apps.
- Multi-language support catering to diverse customer demographics.
- Data-driven insights to optimize inventory, forecast demand, and tailor marketing strategies.

Advanced AI Stack



Innovation Features



xServe

Welcome to xServe!
Speak anytime to order

مرحبًا بكم!
تحدث في أي وقت لطلبك

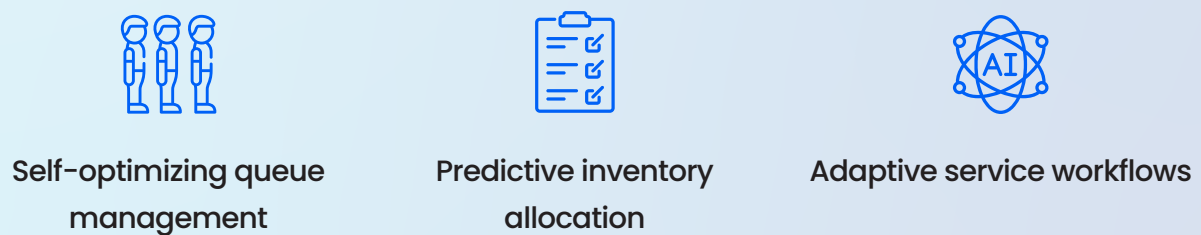
Go ahead! I am listening...

Performance Breakthrough

99.7%

order accuracy rate

Intelligent Capabilities



Early Impact Indicators

Research shows that 73% of consumers are willing to pay more for excellent customer service

45%

Faster Order Processing

Reduced average service time significantly

78%

Decrease in Order Errors

AI-driven accuracy improvements

93%

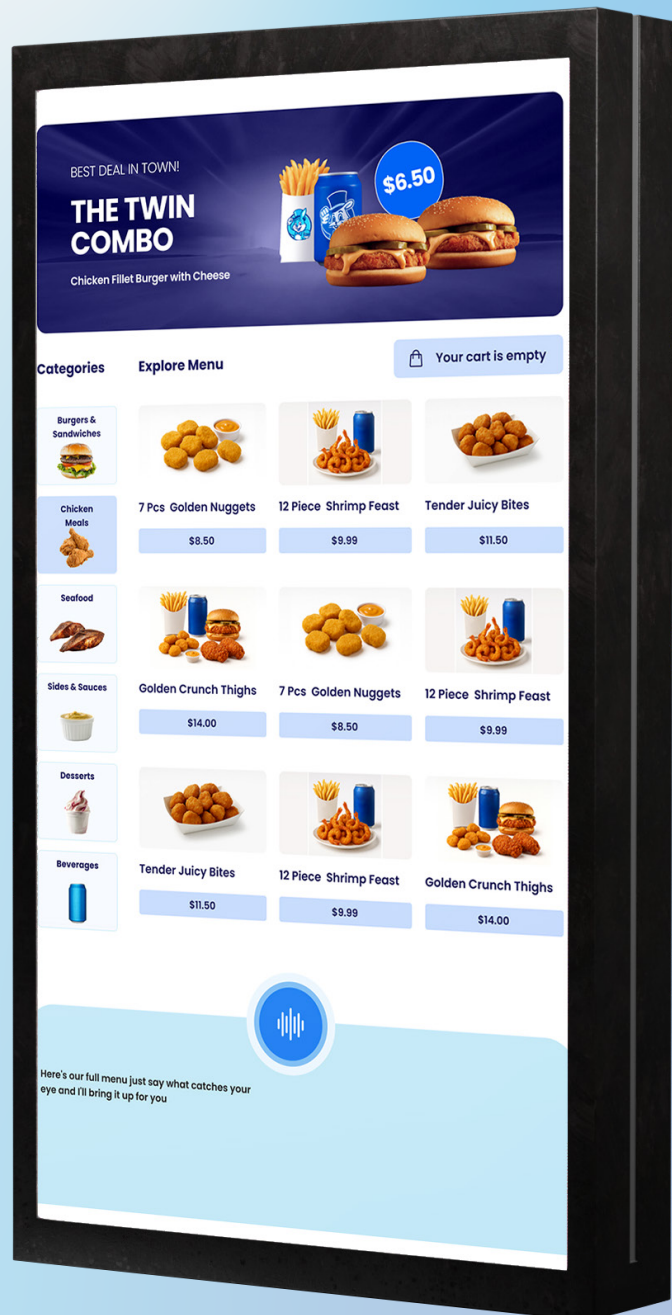
Customer Satisfaction

Enhanced service experience

35%

Higher Peak Hour Efficiency

Seamless rush hour operations



Versatile Implementation



Drive-Through Optimization

Streamlined vehicle flow management

In-Store Operations

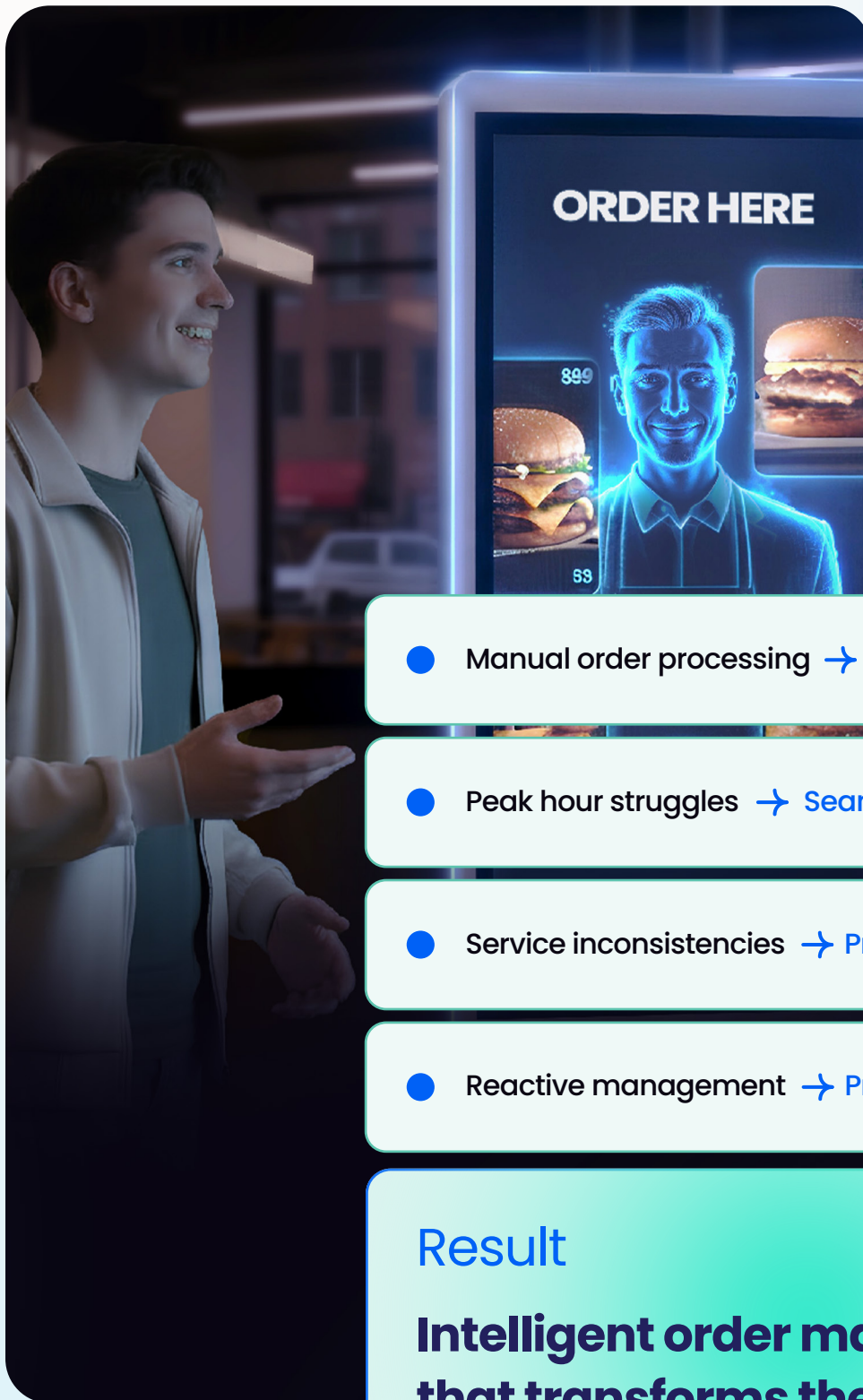
Enhanced counter service efficiency

Mobile App Integration

Seamless order coordination

Delivery Networks

Intelligent dispatch optimization



● Manual order processing → Autonomous intelligence

● Peak hour struggles → Seamless scalability

● Service inconsistencies → Predictive optimization

● Reactive management → Proactive insights

Result

**Intelligent order management
that transforms the fast-food
experience**