



onosys **Call Center Technology**

Onosys provides a centralized, web-based call center solution designed for restaurant brands that manage phone orders across multiple locations. The platform allows call center agents to take orders through a single online system, helping organizations maintain consistency and streamline how phone orders are handled.

Because Onosys is browser-based, agents can work from any location with internet access, and brands can scale their call center operations without specialized hardware. This structure supports restaurants that receive a high-volume of phone orders and want a more controlled, standardized process across all stores.

SpeedLine and Onosys integration helps reduce the workload on in-store staff by routing calls to a dedicated team, allowing restaurants to focus on in-person operations. Agents can select the correct restaurant location and view real-time menu information, ensuring orders reflect current offerings. This centralized approach supports multi-location brands by creating a uniform ordering experience and improving accuracy through consistent workflows.



Onosys integrates with SpeedLine POS through SpeedLine Connect. By leveraging SpeedLine's menu and store data, this integration allows call center agents to submit orders directly into the POS. As a result, the call center workflow aligns with the live data within the SpeedLine POS, helping maintain consistency between call center operations and in-store order handling.





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Key Capabilities

- **Centralized web-based ordering:** Agents use a single online interface to place orders for any participating location
- **Supports a high volume of phone orders:** Designed for brands that receive a large number of phone orders
- **Store selection tools:** Agents choose the correct restaurant location for each order
- **Menu visibility:** Agents can view the menu information available through the system
- **Supports multiple locations:** Suitable for restaurant groups with multiple stores, including standardized workflows across all locations

Operational Benefits

- Reduced in-store phone traffic by shifting calls to a centralized team
- Improved order accuracy through a standardized interface
- Consistent customer experience across all restaurant locations
- Scalable structure that supports additional stores or higher call volumes
- Better workflow alignment when integrated with SpeedLine Connect

To learn more about how SpeedLine Connect will enhance your online and call center ordering, view our [SpeedLine Connect Brochure](#).

