



## Presto Collaborates With ChatGPT Creator OpenAI to Enhance its Industry-leading Drive-thru AI Voice Assistant

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*The ChatGPT API will be used to test the AI engine in Presto Voice and expand its already extensive feature set*

SAN CARLOS, Calif.--(BUSINESS WIRE)--Mar. 8, 2023-- [Presto Automation Inc.](#) (Nasdaq: [PRST](#)), the largest drive-thru automation technology provider in the hospitality industry, today announced a collaboration with OpenAI, an AI research and deployment company, to drive greater innovation around its drive-thru AI voice assistant. OpenAI's ChatGPT API will be used to expand the feature set of the Presto's drive-thru AI voice assistant (*Presto Voice™*) resulting in interactions that are more natural and human-like. This collaboration reflects Presto's commitment to introducing the most advanced automation technologies in its industry-leading AI products.

"We are excited to see Presto leverage the ChatGPT API to improve restaurant guest experience," said Zack Kass, Head of Go-To-Market at OpenAI.

*Presto Voice* uses advanced AI techniques including large language models (LLM) and generative AI to understand natural human language and offer logical responses to customer queries. The AI engine in *Presto Voice* seamlessly integrates with the restaurant's menu and provides support for a variety of options including item combos, coupons, price variations, and seasonal items. As more customers use the system, the AI engine becomes smarter and more context-aware – incorporating new accents, alternative terms, and unique customer queries. According to data from hundreds of stores where *Presto Voice* is currently deployed, over 95% of restaurant drive-thru orders are typically taken without any staff intervention.

"We are thrilled about our collaboration with OpenAI since it will enable us to accelerate product innovation and further our mission of overlaying next-generation digital solutions onto the physical world," said Rajat Suri, Founder and CEO of Presto. "Both ChatGPT and *Presto Voice* represent cutting edge AI applications that can supercharge productivity and revolutionize the way humans work and think."

Presto has identified three specific areas where it is planning to use the ChatGPT API to augment the *Presto Voice* AI engine:

- **Enhanced Menu Options** - ChatGPT will be used to create restaurant-specific and region-specific menu knowledge bases. These can then be used by *Presto Voice* for better restaurant data management and more powerful menu management.
- **Platform Robustness** - ChatGPT will be used to create tens of thousands of test guest orders representing different tones, personas, and order types. This data can then be used to test *Presto Voice* and make it more robust by improving the stability of the AI engine.
- **More Natural Responses** - ChatGPT will be used to make the responses to customer queries and interactions sound more natural, improving the user experience. For example, rather than saying "I have 1 burrito no guacamole, 1 burrito no tomatoes" *Presto Voice* could say "that's 2 burritos, one with no guac and one with no tomatoes."

*Presto Voice* is the leading AI voice automation solution for restaurant drive-thrus. It offers an average 6% increase in sales due to consistent upselling and up to 8 hours of labor saved per day per store. Presto [announced](#) a custom voice feature last year, where *Presto Voice* can use the voice of a celebrity, a brand persona, or even Santa Claus. The company also offers another AI solution, *Presto Vision™*, which provides 16 unique pieces of real-time data for drive-thru operations optimization.

To schedule a live demo or learn more about Presto's products, please contact [mktg@presto.com](mailto:mktg@presto.com) or visit [presto.com](https://presto.com).

### About Presto Automation Inc.

Presto (Nasdaq: PRST) overlays next-generation digital solutions onto the physical world. Presto's enterprise-grade voice, vision, and touch technologies help hospitality businesses thrive while delighting guests. With over 300 million transactions processed, Presto is one of the largest labor automation technology providers in the industry. Founded at M.I.T. in 2008, Presto is headquartered in Silicon Valley, California with customers including many of the top 20 restaurant chains in the U.S.

### Forward-Looking Statements

This press release contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended (the "Securities Act"), and Section 21E of the Securities Exchange Act of 1934, as amended (the "Exchange Act"). Statements that refer to projections, forecasts or other characterizations of future events or circumstances, including any underlying assumptions, are forward-looking statements. Forward-looking statements are typically identified by words such as "plan," "believe," "expect," "anticipate," "intend," "outlook," "estimate," "forecast," "project," "continue," "could," "may," "might," "possible," "potential," "predict," "should," "would" and other similar words and expressions, but the absence of these words does not mean that a statement is not forward-looking. The forward-looking statements are based on management's current expectations and assumptions about future events and are based on currently available information as to the outcome and timing of future events. The forward-looking statements speak only as of the date of this press release or as of the date they are made. Except as otherwise required by applicable law, Presto disclaims any duty to update any forward-looking statements, all of which are expressly qualified by the statements in this section, to reflect events or circumstances after the date of this press release. Presto cautions you that these forward-looking statements are subject to numerous risks

and uncertainties, most of which are difficult to predict and many of which are beyond the control of Presto. In addition, Presto cautions you that the forward-looking statements contained in this press release are subject to the following risks and uncertainties: our ability to manage our growth effectively, to sustain our recent revenue growth or attract new customers; the limited operating history with our new Vision and Voice products in a new and developing market; our ability to achieve revenue growth while our expenses increase; continued adverse impacts from COVID-19 (including as a result of global supply chain shortages); the loss of any of our three largest customers or a reduction in their business with us; our ability to improve and enhance the functionality, performance, reliability, design, security, or scalability of our platform to respond to customers' evolving needs; our ability to protect the security of our customers' information; changing privacy laws, regulations and standards, and our ability to comply with contractual obligations and laws related to data privacy and security; unfavorable conditions in the restaurant industry or the global economy, including with respect to food, labor, and occupancy costs; the availability of capital or financing on acceptable terms, if at all; financial covenants and other restrictions on our actions contained in our financing agreements that may limit our operational flexibility; the length and unpredictability of our sales cycles and the amount of investments required in sales efforts; material weaknesses in our internal control over financial reporting and, our ability to remediate these deficiencies; our ability to continue as a going concern; our ability to receive additional financing in a timely manner; shortages, price increases, changes, delays or discontinuations of hardware; our ability to maintain relationships with our payment processors; our reliance on computer hardware, licensed software and services rendered by third parties; U.S. laws and regulations (including with respect to payment transaction processing), many of which are unsettled and still developing, and our or our customers' ability to comply with such laws and regulations; significant changes in U.S. and international trade policies that restrict imports or increase tariffs; any requirements to collect additional sales taxes or be subject to other tax liabilities that may increase the costs to our customers; our ability to adequately protect our intellectual property rights; claims by third parties of intellectual property infringement; our use of open-source software in our platform; and other economic, business, competitive and/or regulatory factors affecting Presto's business generally as set forth in our filings with the Securities and Exchange Commission.

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