

AI-Powered Customer Experience for Food Delivery

A proven Graia AI toolkit — ready for partners and the Greek eFood market

Agenda

01 The challenge in food-delivery customer experience

02 Three AI capabilities — already proven at scale

03 Real-time multilingual translation

04 AI contact-center copilot

05 AI menu digitization

06 Why Graia, and why now for Greece

Food-delivery support runs on language, speed and scale



Fragmented languages

Riders, customers and restaurants rarely share one language — especially with international couriers and seasonal tourism.



Agent burnout

Manual translation and repetitive wrap-up work slow down every single conversation.



Slow merchant onboarding

Menus arrive as phone photos and PDFs that can take days to turn into a live, structured listing.



Rising support volume

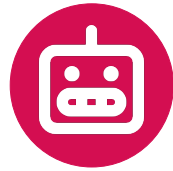
Growth means more conversations across more markets — rarely more headcount to handle them.

One AI engineering team. Three production-proven capabilities.



Real-Time Translation

Every conversation, any language, instantly — for riders, customers and restaurants alike.



AI Contact-Center Copilot

Drafts responses, summarizes conversations and wraps up cases automatically.



AI Menu Digitization

Turns a phone photo of a menu into a live, structured listing in minutes, not days.

Already running in production for major European food-delivery and delivery-adjacent platforms.

CAPABILITY 01

Real-Time Multilingual Translation

Every rider, customer and restaurant conversation — understood and answered instantly, in the language they use.

Translation built into the tools agents already use



Automatic language detection

Detects the customer's or rider's language and translates every incoming and outgoing message in real time.



Context-aware, not word-for-word

Powered by GPT-4.1 — understands the full conversation, plus each market's tone of voice and glossary.



Non-invasive integration

Deploys as a lightweight browser extension. No backend access needed — ideal when in-house IT resources are limited.

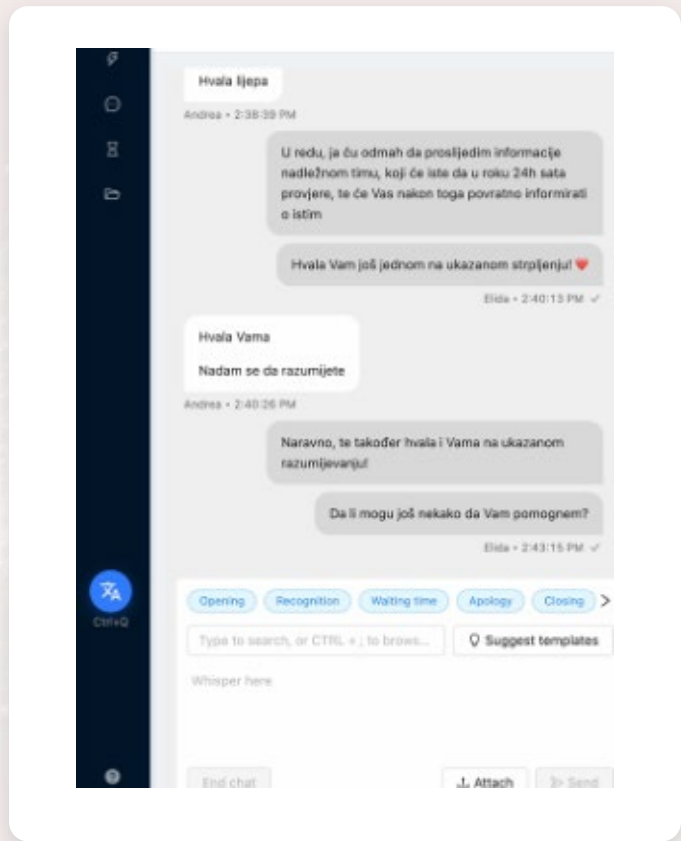


Three flexible views

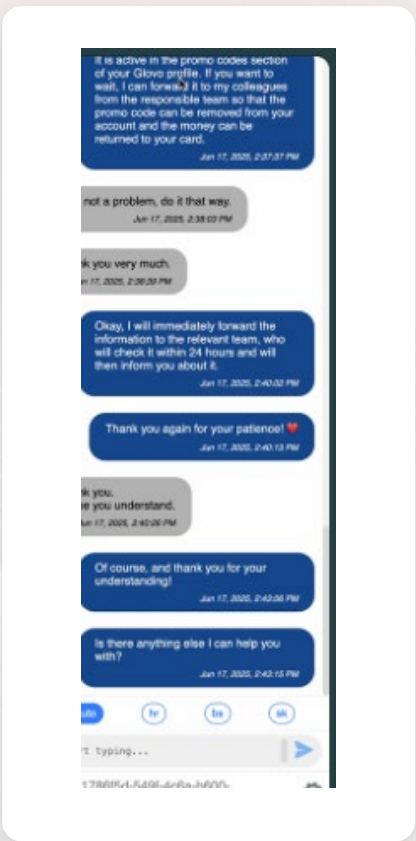
Docked sidebar, floating chat bubble, or inline translation directly inside the existing agent tool.

Benchmarked against established commercial translation engines — including DeepL — and came out ahead, thanks to context-aware, tone-matched translation.

The same conversation, in both languages at once



Customer message — original language



Agent sees it translated live

700+
monthly active agents relying on the tool for daily support

10+
languages in daily use — from Croatian and Romanian to Nepali

3
interface modes: sidebar, floating bubble, or inline in the existing tool

CAPABILITY 02

AI Contact-Center Copilot

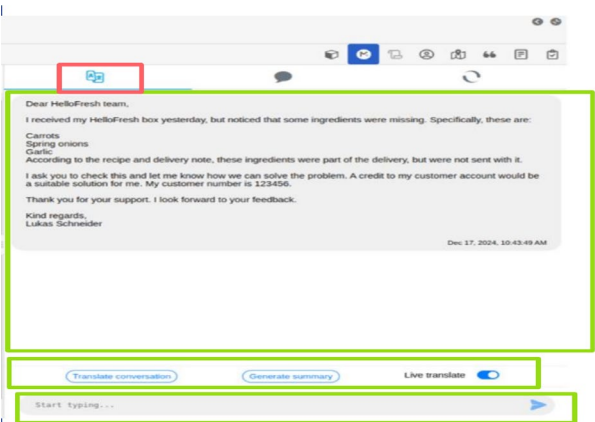
One widget that translates, drafts responses, and wraps up every case automatically — built for Genesys Cloud and modular by design.

One copilot, three views, fully modular



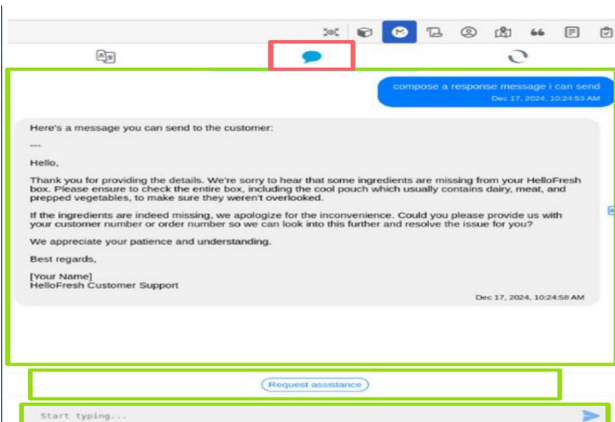
Translation

Real-time and on-demand translation with a live-translate toggle for ongoing conversations.



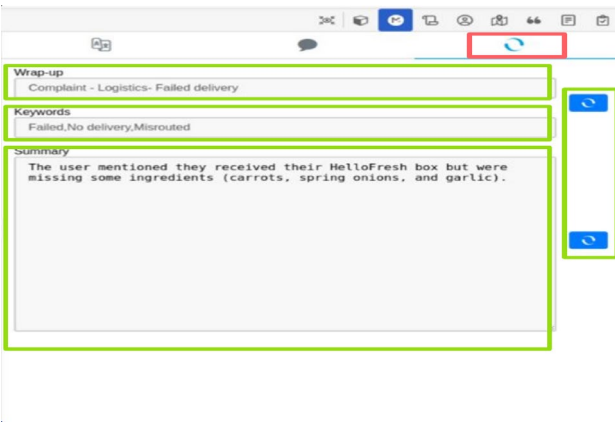
Copilot

Drafts a ready-to-send customer reply and suggests the next best action, on request.



Summary

Auto-generates a wrap-up code, keywords, and an editable case summary.



Works across messaging and email out of the box. Optional voice integration transcribes calls to feed the same AI assistance.

Deployed at scale, across markets and languages

Live across Europe and North America



Nordics

Denmark · Sweden · Norway



DACH

Germany · Switzerland (French)



France & Canada

French-language support



United States

Pilot underway

The same underlying platform is already piloting with a European bank — evidence the architecture extends well beyond food delivery.

↓ AHT

Average handling time reduced through one-click wrap-up and AI-drafted replies

2 channels

Native support for messaging and email, with optional voice transcription

Modular

Enable only the views a partner needs — translate, assist, summarize, or all three

CAPABILITY 03

AI Menu Digitization

From a phone photo to a live, structured menu — validated through rigorous pilot testing with striking accuracy and speed.

From a photo to a live menu — in minutes, not days



Owner sends a photo or PDF

Often just a dish name and a price — no formatting required.



AI reads and structures it

Image and text processing extract dish names, descriptions and prices.



Allergens & tags flagged

Gluten, nuts and other allergens are suggested automatically.



Ready to import

A structured file drops straight into the merchant portal — no manual re-entry.

99.92%

accuracy — generated without human intervention

48h → <2h

average handling time, down from an industry-standard 48-hour baseline (best runs: under 15 minutes)

90%+

success rate confirmed across extensive test runs

Not a single-use vendor — an AI engineering partner

The same engineering team behind these three capabilities builds production AI systems well beyond food delivery — proof of depth, reliability and long-term investment.



Banking

AI translation, agent assist and voice transcription piloting live with a European bank.



Healthcare

AI systems supporting medical institutions across Southeast Europe.



Public sector

AI and automation projects delivered for government and cultural institutions.

Purpose-fit for Greece's food-delivery landscape



Multilingual by default

Built for a mixed rider workforce and heavy seasonal tourism — exactly the language diversity Greece's market sees.



Non-invasive integration

Works alongside existing platforms without a large IT project — a fit for partners with lean technical teams.



Faster merchant onboarding

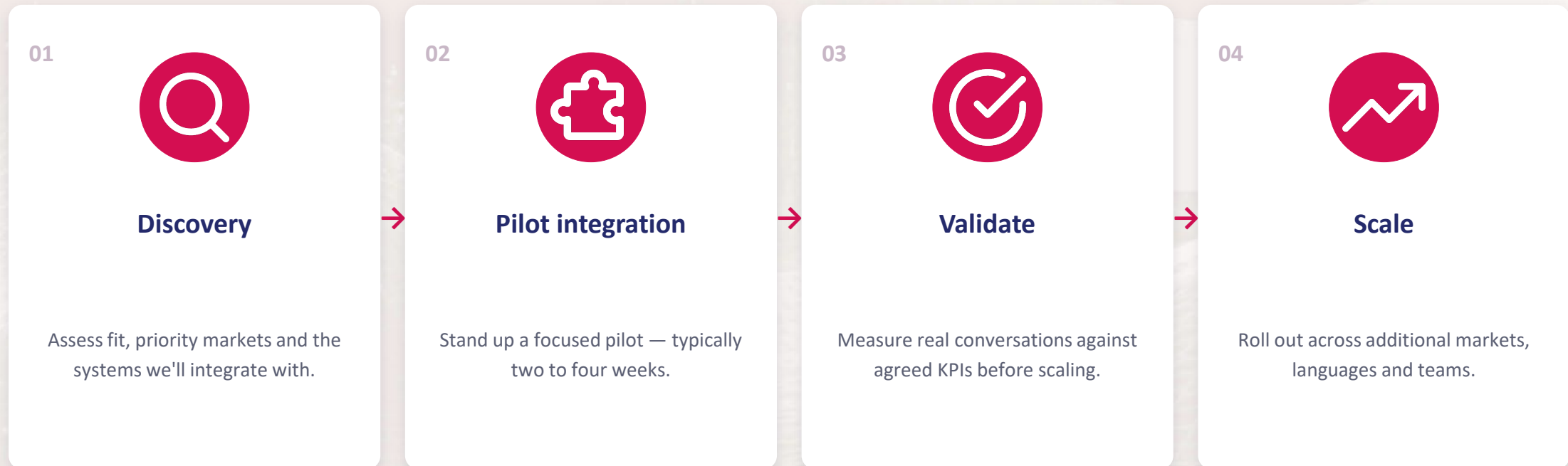
Digitizing menus in minutes instead of days accelerates marketplace growth from day one.



Proven at EU scale

Already running in production across multiple European markets, languages and regulatory environments.

A low-risk path from pilot to scale



Let's bring this to the Greek eFood market together

Graia — AI engineering for customer experience

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