

INTRODUCING CALL CENTER

Make every conversation
an easier order.

Bring customer context and order-taking together. Help your team confirm the right details and give each branch a clear request to fulfill.

F

Customers

🔍

Main View

🔍

Type here to search

Save View

3 Columns

Customer Group

Add New

Name	Phone	Customer Group	Actions
Brochure Demo Ziad Tarek	📞	Individual	⋮
Brochure Demo Farah Mahmoud	📞	Individual	⋮
Brochure Demo Ali Kamal	📞	Individual	⋮
Brochure Demo Hana Ibrahim	📞	Individual	⋮
Brochure Demo Adam Sherif	📞	Individual	⋮
Brochure Demo Laila Mostafa	📞	Individual	⋮
Brochure Demo Karim Amin	📞	Individual	⋮
Brochure Demo Salma Farid	📞	Individual	⋮
Brochure Demo Youssef Samir	📞	Individual	⋮
Brochure Demo Nour Adel	📞	Individual	⋮
Brochure Demo Omar Nabil	📞	Individual	⋮
Brochure Demo Mariam Hassan	📞	Individual	⋮
Watanya Future	📞	-	⋮
Manual Training Guest	📞	Individual	⋮
Cash	📞 01155555558	Non Profit	⋮
Cash	📞 01155555555	Individual	⋮
MMM	📞 01020200000	Individual	⋮
VIP	📞 01000000000	Government	⋮

Total 18 records

Rows per page: 20

Call Center · Synthetic customer records in the demonstration workspace.

CUSTOMER CONTEXT

Start with the person. Keep the context.

Find an existing customer before creating another record. Keep repeat conversations connected to the same customer history.

Name	Phone	Customer Group	Actions
Brochure Demo Ziad Tarek		Individual	
Brochure Demo Farah Mahmoud		Individual	
Brochure Demo Ali Kamal		Individual	
Brochure Demo Hana Ibrahim		Individual	
Brochure Demo Adam Sherif		Individual	
Brochure Demo Laila Mostafa		Individual	
Brochure Demo Karim Amin		Individual	
Brochure Demo Salma Farid		Individual	
Brochure Demo Youssef Samir		Individual	
Brochure Demo Nour Adel		Individual	
Brochure Demo Omar Nabil		Individual	
Brochure Demo Mariam Hassan		Individual	
Watanya Future		-	
Manual Training Guest		Individual	
Cash	01155555558	Non Profit	
Cash	01155555555	Individual	
MMM	01020200000	Individual	
VIP	01000000000	Government	

Call Center · Searchable customer list with demonstration accounts.

Find the right record

Search by the supported customer details
and confirm the match with the caller.

Reduce repeated entry

Use the customer record again when taking the next order.

Respect access

Customer visibility follows the agent's permissions and restaurant context.

DELIVERY DETAILS

Get the destination clear from the start.

Keep the customer and delivery destination connected, and check required address information before confirming a request.

The screenshot displays the Fodista CRM interface for a customer profile. The sidebar on the left lists various modules: Desk, RMS, Food Aggregators, Accounting, Buying, Selling, Stock, Assets, HR, Manufacturing, Quality, Projects, Support, Users, Website, Payroll, and Administrator. The main content area shows the 'Selling' tab selected, with a breadcrumb trail: Selling / Customer / 01M5WAFDH48GFZFA8MXBC57FBZ. The customer profile for 'Brochure Demo Mariam Hassan' is displayed, with a status of 'Enabled'. The profile includes fields for Salutation, Customer Name, Customer Type, Customer Group, Territory, Gender, From Lead, From Opportunity, From Prospect, Account Manager, Billing Currency, Default Price List, Default Company Bank Account, and Tax Company Name. The 'Selling' tab is active, and the 'Enabled' status is shown.

Call Center · Actual customer/address detail screen in the demo.

Reusable addresses

Select the intended linked address for the current order.

Delivery coverage

Branch and delivery-zone rules determine whether the address can be served.

Clear instructions

Keep supported delivery information with the order rather than in a separate conversation.

ORDER TAKING

Build the basket. Read it back clearly.

Select the applicable branch and order type, add products and modifiers, then explain the calculated total to the customer.

New Order

Delivery **Takeaway**

Manual Training Guest Manual Training Brand Manual Training

Order Summary ON06

#	ITEM	QTY	PRICE	TOTAL	ACTIONS
1	Training Burger	1	100	100	

Total Payable 100 EGP

MANUAL TRAINING F: Route evidence

Customer Orders

- Order ID: C-25102026-31 [View](#)
Date: Oct 25, 2026
Total: 350
- Order ID: C-25102026-27 [View](#)
Date: Oct 25, 2026
Total: 370
- Order ID: C-25102026-22 [View](#)
Date: Oct 25, 2026
Total: 340
- Order ID: C-25102026-32 [View](#)
Date: Oct 25, 2026
Total: 225
- Order ID: C-25102026-25 [View](#)
Date: Oct 25, 2026
Total: 370
- Order ID: C-25102026-24 [View](#)
Date: Oct 25, 2026
Total: 370
- Order ID: C-25102026-21 [View](#)
Date: Oct 25, 2026
Total: 740
- Order ID: ONLINE-23102026-ON06 [View](#)
Date: Oct 25, 2026
Total: 100

Call Center · Actual order detail in the demonstration application.

Products and options

Keep quantities, supported modifiers, and preparation notes with the relevant item.

A clear payable amount

Review the applicable prices, discounts, taxes, and delivery charges.

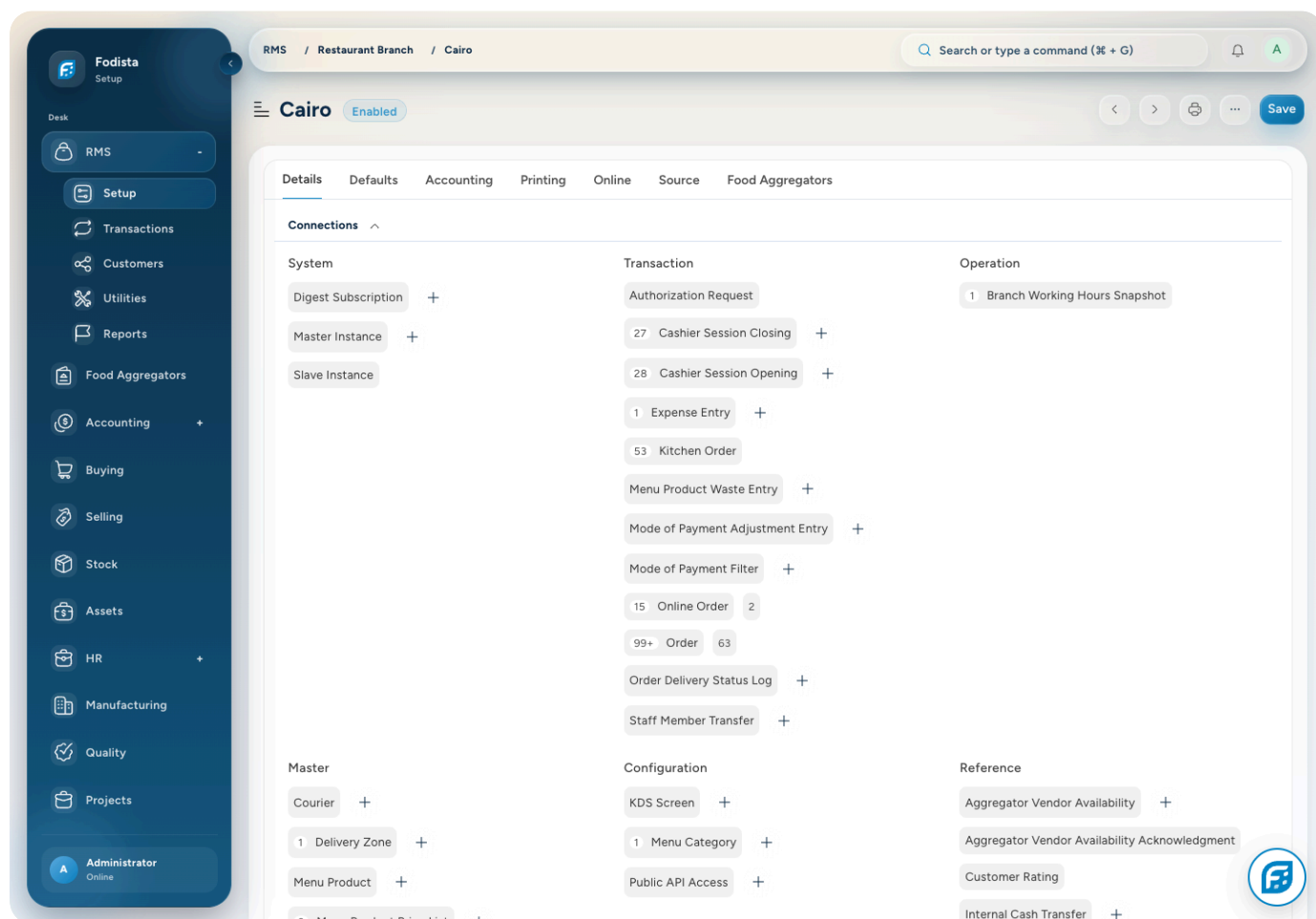
One order reference

Use the saved reference when following up or checking a retry.

BRANCH CONTEXT

Route the request to the right branch.

Restaurant brand, branch, working hours, order type, and delivery coverage all shape a valid order.



RMS · Actual branch configuration supporting Call Center orders.

Choose the restaurant

Use the branch that can fulfill the customer's request.

Check availability

Enabled status alone does not override hours, closures, or other eligibility rules.

Keep context together

The branch and order source carry through to the operating workflow.

Keep the next action in view.

ID	Status	Source	Rounded Total	Full Name	Phone Number	Address	Delivery Zone	Order Type	Branch	Items	Items Count	Discount Amount	Taxes and Charges	Actions
ONLINE- 15102026- ON08	Declined From Branch	Call Center	₪ 600	MMM		Apartment No: 2, Building No: 2 1, 11, 2	zayed	Delivery	Cairo	☐☐	1	₪ 0	☐☐	<button>👁️</button>
ONLINE- 23102026- ON06	Preparing	Manual Training	₪ 100	Manual Training Guest				Takeaway	Manual Training	☐☐	1	₪ 0	☐☐	<button>👁️</button>

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SERVICE CHOICES

Take different requests. Keep the details consistent.

Delivery, takeaway, and supported reservation flows use their own requirements without losing the customer and order connection.

Online Order / ONLINE-14102026-ON01

Search or type a command (⌘ + G)

ONLINE-14102026-ON01 Read Only

Connections

Transaction

Online Transaction Entry

1 Order 1

Basic Details

Status ^{*}

Open

Cancelled By External Source

Order Type

Takeaway

Prepare at Specific Time

Require External Reference

Delivery Included

Reservation Included

The time kitchen will prepare order, leave empty if it must prepared now

Total External Discount

0

Is Merchant Discount

Timeline

Created On

14-10-2026 17:50:22

Posting Date

14-10-2026

Africa/Cairo

Posting Time

Confirmed On

Administrator Online

RMS · Actual order detail showing operational context.

Delivery

Check address and zone requirements before confirmation.

Takeaway

Keep the selected branch and pickup context with the request.

Reservations

Where enabled, review the required preparation schedule and advance-payment policy.

PAYMENT CONTEXT

Explain what is due before the handoff.

Review the order's final total and the permitted payment methods. Payment policy belongs with the order, not in an agent's memory.

The screenshot displays the Fodista Accounting 'Payment Entry' interface. On the left is a dark blue sidebar with a navigation menu including: Desk, RMS, Food Aggregators, Accounting (selected), Cheque, Payables, Receivables, Financial Reports, Buying, Selling, Stock, Assets, HR, Manufacturing, Quality, Projects, Support, and Administrator (Online). The main header shows 'Accounting / Payment Entry' and a search bar. Below the header, there's a 'Payment Entry' section with a 'List View' dropdown and an '+ Add Payment Entry' button. The main area contains a table of payment records with columns: ID, Title, Status, Payment Type, Posting Date, Mode of Payment, ID, and Last Updated On. The table lists 10 records, including payments to 'Watanya' and a draft payment 'ACC-PAY-2026-00004'. At the bottom left of the table are filters for 20, 100, 500, and 2500 records. A Fodista logo is in the bottom right corner.

ID	Title	Status	Payment Type	Posting Date	Mode of Payment	ID	Last Updated On
	Watanya	Submitted	Pay	21-10-2026	Cash	ACC-PAY-202...	1 d
	Watanya	Submitted	Pay	25-10-2026	Cash	ACC-PAY-202...	1 d
	Watanya	Submitted	Pay	21-10-2026		ACC-PAY-202...	5 d
	ACC-PAY-2026-00004	Draft	Pay	21-10-2026		ACC-PAY-202...	5 d
	01M42X56A71HXTSA512T6:	Submitted	Receive	21-10-2026	Cash	ACC-PAY-202...	5 d
	Watanya	Submitted	Pay	19-10-2026	Cash	ACC-PAY-202...	1 w
	Watanya	Cancelled	Pay	19-10-2026	Cash	ACC-PAY-202...	1 w
	Watanya	Cancelled	Pay	19-10-2026	Cash	ACC-PAY-202...	1 w
	Watanya	Cancelled	Pay	19-10-2026	Cash	ACC-PAY-202...	1 w
	Watanya	Cancelled	Pay	19-10-2026		ACC-PAY-202...	1 w

Accounting · Actual demonstration payment records.

Permitted methods

Call Center settings control the methods available for its workflow.

Payment references

Use the recorded transaction and order references when investigating a question.

Financial connection

Order taking connects to invoicing and accounting through the configured downstream process.

SERVICE FOLLOW-UP

Follow the request beyond the call.

A completed conversation and a completed order are different events. Check the saved order and its fulfillment stage when a customer asks for an update.

The screenshot displays the Fodista Call Center interface. On the left is a dark blue sidebar with a 'Fodista Payables' header and a 'Desk' menu containing: RMS, Food Aggregators, Accounting (selected), Cheque, Payables, Receivables, Financial Reports, Buying, Selling, Stock, Assets, HR, Manufacturing, Quality, Projects, and Support. At the bottom of the sidebar is an 'Administrator Online' status indicator. The main content area has a header bar with 'Call / 3pcp7h31ql', a search bar, and a 'Save' button. Below the header, the call record for '3pcp7h31ql' is shown with a 'Completed' status. The 'Connections' section includes a 'Transaction' dropdown set to 'Online Order'. The 'Caller ID' is 'DEMO-CALL-01', 'Status' is 'Completed', 'Agent' is 'Administrator', 'User ID' is 'Administrator', and 'Remote Agent ID' is empty. On the right, 'Started On' is '26-10-2026 15:00:00', 'Ended On' is '26-10-2026 15:03:00', and 'Duration' is '3m'. The 'Comments' section has a text input field 'Type a reply / comment'. The 'Activity' section shows a log entry: 'You created this · just now (on 06:23pm)'. A '+ New Email' button and a circular icon are also visible.

Call Center · Manually created synthetic Call record for demonstration; this is not a recorded live telephone call.

Call records

Communication records can retain agent, duration, timestamps, and status.

Order lifecycle

Use order status to explain confirmation and fulfillment.

Integration scope

Telephone-provider connectivity depends on the configured integration; the screen alone does not prove it.

AGENT SETUP

Give agents the tools and boundaries they need.

Configure default sources, customer/address requirements, payment choices, and the staff access that controls each action.

Call Center Settings

Search or type a command (⌘ + G)

Call Center Settings

Default Order Source *

Call Center

Default Customer

Cash

Reservation Order Source

Used to apply specific control settings for reservation orders

Validate Sales Limit

Customer Address

Default City

Enforce User To Add Customer Address

Default State

Enforce Apartment Number

Enforce Building Number

Online Payments

Allow Agents to Accept Online Payments

Comments

Type a reply / comment

Activity

+ New Email

You created this ·

You changed the value of Default Order Source from ** to Call Center, Default Customer from ** to 01M42X56A71HXTSA512T63R037 · Last week (on 14 Oct)

RMS · Saved Call Center Settings in the demonstration site.

Consistent starting point

Defaults help agents begin in the intended operating context.

Action permissions

Signing in does not grant every branch or order action.

Careful configuration

Review pending orders before changing settings that affect existing work.

CONNECTED WITH FODISTA

One conversation. A connected next step.

Give your agents a clear path from finding a customer to checking the order that reaches the branch.

Name	Phone	Customer Group	Actions
Brochure Demo Ziad Tarek		Individual	
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Brochure Demo Ali Kamal		Individual	
Brochure Demo Hana Ibrahim		Individual	
Brochure Demo Adam Sherif		Individual	
Brochure Demo Laila Mostafa		Individual	
Brochure Demo Karim Amin		Individual	
Brochure Demo Salma Farid		Individual	
Brochure Demo Youssef Samir		Individual	
Brochure Demo Nour Adel		Individual	
Brochure Demo Omar Nabil		Individual	
Brochure Demo Mariam Hassan		Individual	
Watanya Future		-	
Manual Training Guest		Individual	
Cash	0115555558	Non Profit	
Cash	0115555555	Individual	
MMM	01020200000	Individual	
VIP	01000000000	Government	

Call Center · Synthetic customer records in the demonstration workspace.

See Call Center in your business.

Discuss the workflow and setup that fit your team.