

1.5x Increase in Orders Processed Through AI Automation

Accelerating growth with intelligent technology and human expertise



Winner



Achievement in **Retail & E-commerce** Excellence



Client Profile

Presto: A Leader in AI-Powered Restaurant Automation

Presto is a global, technology-driven platform that uses intelligent algorithms and automation to seamlessly connect customers with skilled professionals for on-demand home and lifestyle services.

They specialize in an AI-driven drive-thru ordering assistant engineered to enhance operational efficiency and customer experience through autonomous, human-like interactions — reducing friction at every touchpoint.

TP supports Presto as an Agent-in-the-Loop partner, validating AI actions across a global delivery platform to ensure precision and continuous machine learning.

Industry
Retail & E-commerce

Partnership Model
Agent-in-the-Loop

Focus Area
Drive-Thru AI Ordering

Business Challenges

Scaling AI-Driven Task Execution While Maintaining Accuracy

Presto's AI-driven platform struggled with low order conversion rates and frequent human intervention due to unsupervised AI workflows. The system often failed to accurately process complex customer requests, creating a chain of compounding operational issues.

Operational Inefficiency

Frequent manual corrections by agents drove up costs and significantly slowed response times, eroding both margins and customer satisfaction.

Scalability Barriers

The inability to process complex requests without constant human oversight became a hard ceiling on growth — preventing the platform from scaling at the pace the business demanded.

Accuracy Gaps

A critical need emerged to improve AI-driven task accuracy and systematically reduce reliance on manual support — without compromising service quality.

Strategic Partnership Objectives

- > Improve AI-driven task accuracy across all customer interactions
- > Reduce manual intervention and associated operational costs
- > Boost order conversion by validating and continuously refining platform automation
- > Ensure a seamless, trust-building customer experience at scale

Solution Implemented

Driving Optimization Through an Agent-in-the-Loop Framework

We deployed a specialized team and a robust technical framework designed to enhance AI performance and deliver consistent, measurable results — acting as an intelligent bridge between automation and human judgment.

AI Validation & Monitoring
Domain experts continuously monitor platform actions to ensure accuracy and reduce errors in real-time task execution.

Intelligent Intervention
Prompt intervention when automation encounters edge cases — resolving complex customer requests to maintain service quality and brand trust.

AI Feedback Loop
Structured, high-quality feedback delivered to the client's AI system to enable continuous learning, model improvement, and smarter decision-making.

Intervention Analytics
A dedicated dashboard tracks intervention patterns and conversion metrics, enabling ongoing workflow optimization and reducing dependency on manual support.

Strategic Levers for Scalable Automation

Agent-in-the-Loop || AI Feedback Loop || Analytics Dashboard || Workflow Optimizer || Specialized Backend Team

Results Delivered

Enhanced Automation and Process Excellence

By blending AI-powered solutions with deep human expertise, TP delivered measurable, sustained improvements to Presto's operational performance — proving that the right human-AI partnership can unlock growth at scale.

1.5x
Increase in Orders Processed Through AI Automation

2.5%
Staff Intervention Improvement

7%
Order Accuracy Improvement

ENHANCED CX & TRUST

Leveraging a "high-tech, high-touch" approach powered by emotional intelligence to meet complex client requirements and build lasting customer loyalty.

END-TO-END SUPPORT

Delivering tailored e-commerce expertise that elevates both the consumer and client experience — from first interaction through fulfillment.

We lead at the intersection of automation and human expertise — where technology is amplified by people, and people are empowered by technology.