

VolPay AI phone ordering

How to set up VolPay so an AI agent answers the phone and takes orders straight onto your till.

Screenshots taken on a demo store at app.posso.co.uk, 11 October 2026. Your menu, staff, printers and prices will be different.

The short version

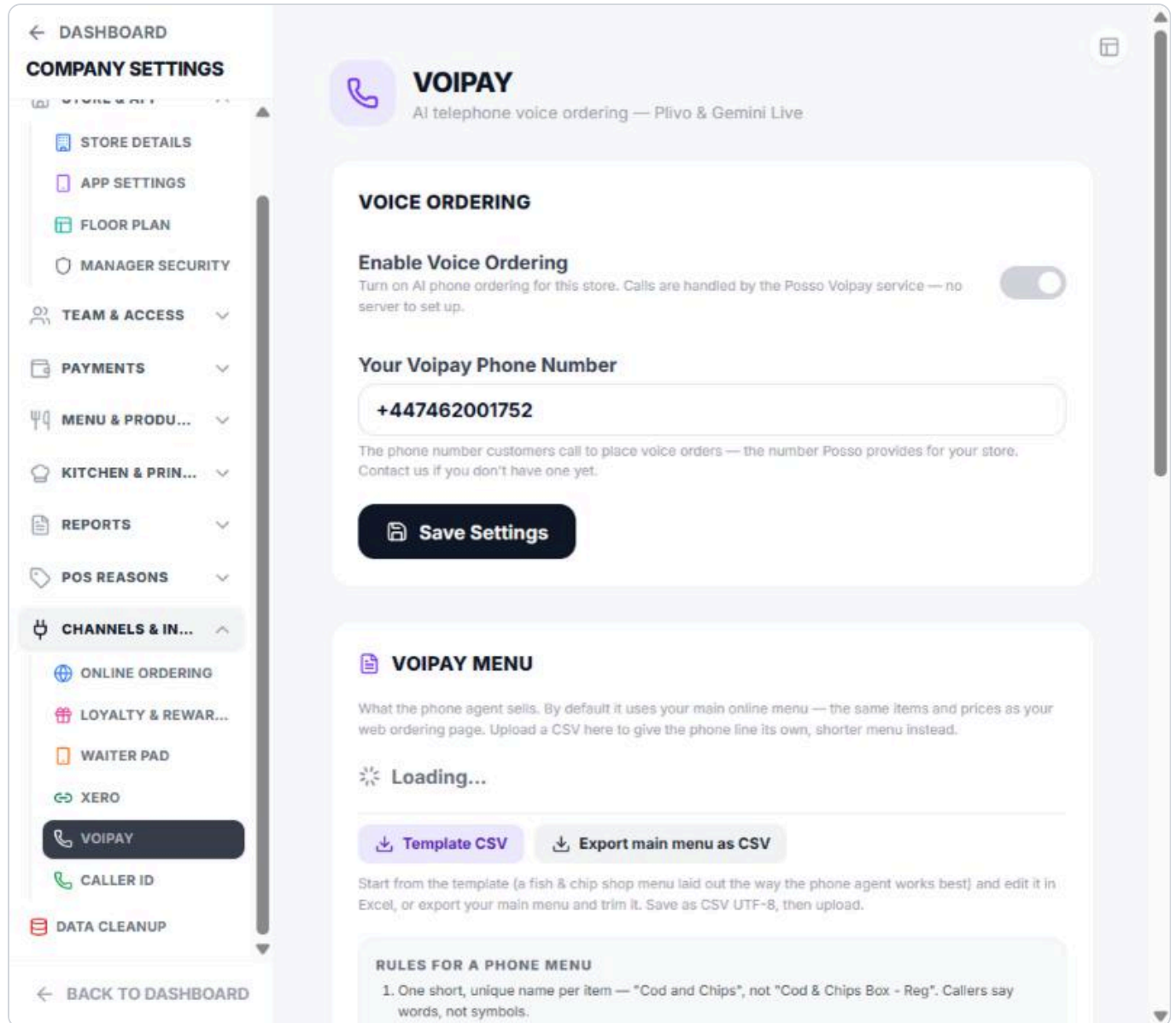
- Go to **Settings**, then **Channels & Integrations**, then **Voipay**.
- Check your VolPay phone number, switch on **Enable Voice Ordering** and tap **Save Settings**.
- Tap **Test Menu** and **Test Backend** to check it is working.

1 Switch on voice ordering

From the **Dashboard**, tap **Settings** in the left-hand menu. Company Settings opens with its own menu down the left.

Open **Channels & Integrations** and tap **Voipay**. Switch on **Enable Voice Ordering**. Calls are handled by the Posso VolPay service, so there is nothing to install.

- **Your Voipay phone number:** the number customers call. Posso provides it. Contact us if you do not have one yet.



Tap **Save Settings**.

2 Choose what the phone agent sells

By default the agent sells your main online menu, with the same items and prices. To give the phone line a shorter menu, tap **Template CSV** or **Export main menu as CSV**, edit it in Excel, save it as CSV UTF-8 and drop it into the upload box. Then switch on **Use the uploaded menu for phone orders** and tap **Save Settings**.

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LOYALTY & REWAR...

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CALLER ID

DATA CLEANUP

← BACK TO DASHBOARD

What the phone agent sells. By default it uses your main online menu — the same items and prices as your web ordering page. Upload a CSV here to give the phone line its own, shorter menu instead.

DROP A VOIPAY CSV HERE
or click to browse

Template CSV **Export main menu as CSV**

Start from the template (a fish & chip shop menu laid out the way the phone agent works best) and edit it in Excel, or export your main menu and trim it. Save as CSV UTF-8, then upload.

RULES FOR A PHONE MENU

1. One short, unique name per item — "Cod and Chips", not "Cod & Chips Box - Reg". Callers say words, not symbols.
2. Sizes go in the Portions cell only (Small@9.50|Large@11.50). Never add a "Size" modifier group as well.
3. Use modifier groups only for what must be asked: a required pick-one (Drink, Min 1 Max 1) or an optional multi-select (Salt and Vinegar, Max 2) so "both" works. Do not put "Salt & Vinegar" beside "Salt" and "Vinegar" in a pick-one group.
4. Sell sides, sauces and drinks as their own items rather than as modifiers.
5. Keep it short — the whole menu is read to the agent on every call. Under about 60 items works best.

Optional columns: **POS Name** links a line to the till product with that name so tills and reports treat it as the real product (you still get the CSV price and wording); **VAT** takes a tax-rate name, a percentage (20%) or "none" — blank uses your standard rate. The upload warns about menu shapes the agent handles badly.

Use the uploaded menu for phone orders
No Voipay menu uploaded — the agent sells your main online menu.

Save Settings

The switch is applied when you save (same as the Save Settings button above).

3 Rules for a good phone menu

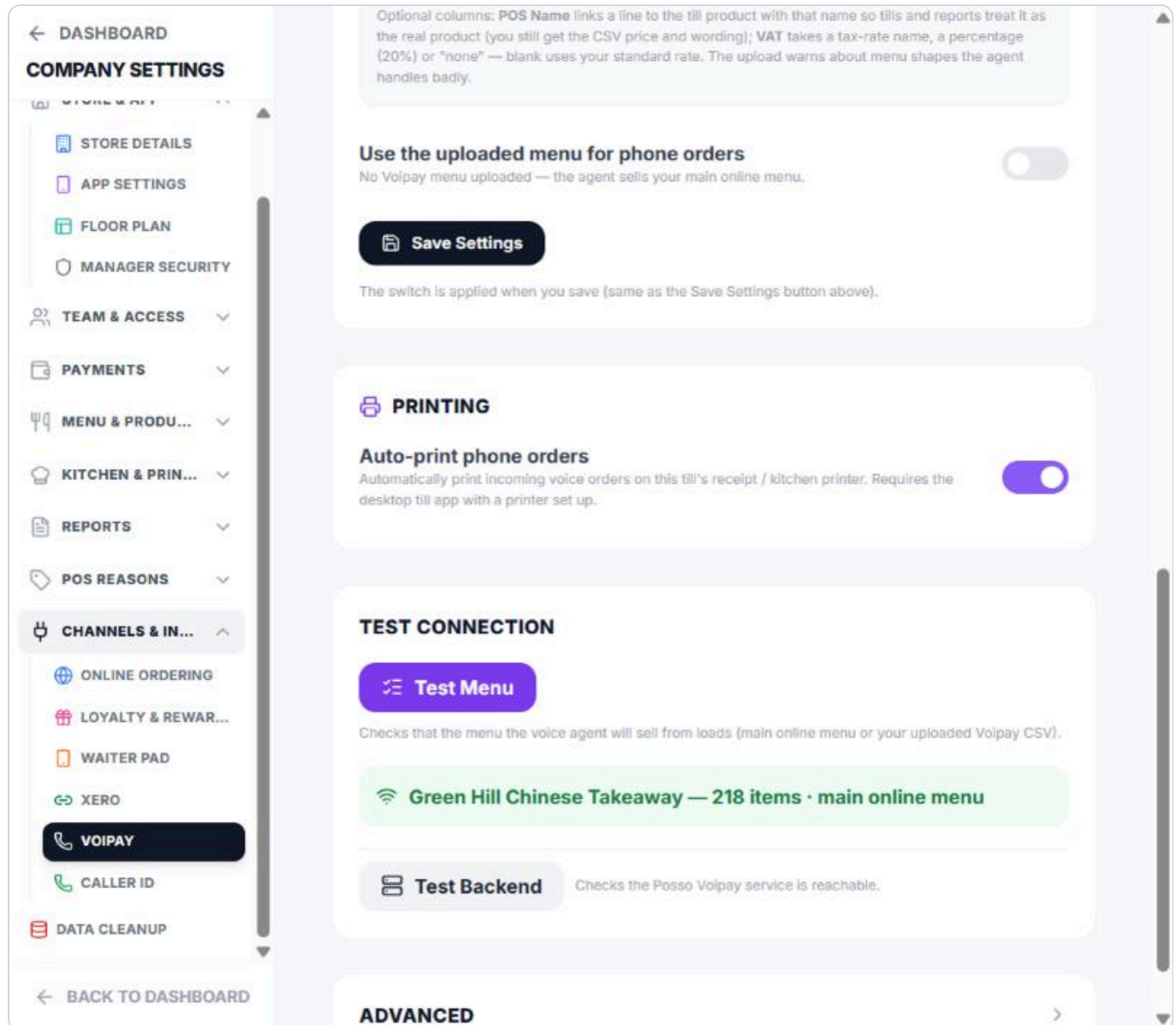
- One short, unique name per item, such as "Cod and Chips". Callers say words, not symbols.
- Put sizes in the Portions cell only, for example Small@9.50|Large@11.50. Do not add a Size modifier group as well.
- Use modifier groups only for what must be asked, such as a required drink choice.
- Sell sides, sauces and drinks as their own items.
- Keep it short. Under about 60 items works best, because the whole menu is read to the agent on every call.

Tip. The optional **POS Name** column links a line to a till product so reports treat it as that product. The **VAT** column takes a rate name, a percentage or "none".

4 Print and test

Under **Printing**, switch on **Auto-print phone orders** to print each voice order on this till's receipt or kitchen printer. This needs the desktop till app with a printer set up.

Under **Test connection**, tap **Test Menu** to check the agent's menu loads. It shows the store name, the number of items and which menu it is using. Tap **Test Backend** to check the VolPay service can be reached.



If something is not right

The agent offers items you do not want sold by phone

Upload a shorter VolPay CSV and switch on **Use the uploaded menu for phone orders**.

The agent gets confused about sizes or extras

Follow the phone menu rules: sizes in Portions only, and sides sold as separate items.

Phone orders do not print

Check **Auto-print phone orders** is on and the till is running the desktop app with a printer.

Need a hand? Call Posso support free on 0808 175 3956, Monday to Friday, 9am to 9:30pm, or see posso.co.uk/support. More guides: posso.co.uk/downloads.