

Checking the AI's drive-thru orders

A 5-minute guide to the review desk. No technical knowledge needed.

What this is about: our AI takes drive-thru orders from real customers. You check whether it got them right. For each situation, the app shows you **what the AI did** next to **the suggested correct answer** — you compare them and say whether the suggestion is right, fix it, or reject it. What you approve becomes the standard the AI is tested against. **You are the referee.**

► flywheel.console.voxaidev.com — sign in like the other VoxAI dashboards

THE SCREEN — LIST, STORY, COMPARISON

The screenshot displays the VoxAI Review Desk interface. On the left, a sidebar titled 'Order Check' shows a list of cases. A red circle with the number '1' highlights a case titled 'Ich hätte gern eine große Portion Pommes. Und einmal Chili Cheese Nuggets.' with a 'needs review' status. The main area on the right shows a detailed view of this case. A red circle with the number '2' highlights the 'CONVERSATION' section, which shows a customer message 'Hallo!' and a suggested AI response 'Willkommen bei Burger King. Starten Sie gerne mit Ihrer Bestellung oder nennen Sie mir Ihren drei oder sechsstelligen Code.' Below this, a red circle with the number '3' highlights the 'WHAT THE LIVE AI DID' section, which shows the AI's response 'Ich hätte gern eine große Portion Pommes. Und einmal Chili Cheese Nuggets.' A red circle with the number '4' highlights the 'THE CORRECT ANSWER - YOUR' section, which shows the suggested correct answer 'Möchten Sie Ketchup, Mayo oder Sauce?'.

1 The list

Every card is one customer moment. Click one to open it.

2 The story

The conversation, on top. The highlighted line is what the customer just said.

3 What the AI did

Left column: what it said, the order it built, what the screen showed.

4 The correct answer

Right column: the suggestion you check and can edit.

REVIEW A CASE – COMPARE LEFT AGAINST RIGHT

- 1 **Pick a case** from the list. It starts on the unreviewed ones.
- 2 **Read the conversation** on top — end with what the customer asked for.
- 3 **Check the colored banner.** It tells you whether the suggestion agrees with what the AI did (more below).

DIFFERS FROM THE AI

The correct order differs from what the live AI did. Often that's the point — confirm this is what should have happened.

- 4 **Compare row by row.** Each row pairs the same thing: what it *said* next to what the reply *should* say; the order it *built* next to the *correct* order; what the screen *showed* next to what it *should* show. Ask one question per row: *given what the customer said, is the right side right?*

THE ORDER IT BUILT	CORRECT ORDER (BUILT AUTOMATICALLY)
1× Große King Pommes 1× 9er Chili Cheese Nuggets total 11.58 · INCOMPLETE	- 1 + Große King Pommes 4.29 × new this turn TOTAL · INCOMPLETE 4.29 + Add item Reset to suggested draft Clear ► ORDER STEPS (1)

- 5 **Decide** with the buttons at the bottom (next page).

The banner does NOT tell you what is correct.

It only says whether the suggestion **agrees with what the AI did**:

same as the AI the suggestion says the AI got it right. **If you can see the AI made a mistake, fix the right side.**

differs from the AI the suggestion **disagrees** with the AI — often on purpose, because it corrects an AI mistake. **Different does not mean wrong.** In the example above, the AI silently added nuggets the customer never confirmed — the correct order (right side) leaves them out.

The app cannot know who is right. That is exactly why you are here.

THEN PRESS ONE BUTTON

not yet reviewed

Review note (optional)

Approve as correct

Reject case

BUTTON	PRESS IT WHEN...	IT MEANS
Approve as correct	the right side is exactly right	"This is the correct answer."
Reject case	the case is broken or impossible to judge — say why in a note	"Do not use this case."

If you change anything on the right side — quantity, items, the reply rules — the green button switches by itself to **Save edits** and the app tells you so. You cannot accidentally approve something you modified.

not yet reviewed

You changed the correct order — it saves as edited.

Review note (optional)

Save edits

Reject case

A note is optional when you approve, helpful when you edit, and **essential when you reject**.

FIXING THE CORRECT ORDER (WHEN IT IS CLOSE BUT WRONG)

- **+ Add item** — add something from the menu.
- **– / + and X on each line** — change quantity or remove the line; click a line to change its options.
- The app rebuilds and re-checks after every change ("building the order...").
- **Reset to suggested draft** — undo all your edits, back to the original suggestion.
- Then press **Save edits**.

You cannot break anything.

Every save is a new numbered version with full history. Nothing becomes official without a separate human-reviewed step afterwards. Click freely.

WORDS YOU MIGHT STILL MEET

THE APP SAYS	IT MEANS
case	one customer moment to review
turn 3 / T3	the third back-and-forth in the conversation
suggested draft	the machine's original suggestion (what "Reset" restores)
not checked yet	the suggestion has not been run through the order engine yet
order can't be built	the suggestion is broken — its steps do not make a valid order
no change	the right answer was to leave the order alone
screen highlight	the choice the customer display is prompting for
auto-check	an automated sanity note about what the AI did
Inbox	fresh machine drafts not yet part of the reviewed set
version 2	the second saved version of your review

SAFE TO IGNORE

- **Machine notes on the suggested answer** — the machine's reasoning, folded away; open it only if you're curious why the suggestion looks the way it does.
- **Order steps** — the technical steps that build the correct order; folded inside the receipt.
- Codes like `ITM_1` or long ids — internal references.

IF SOMETHING LOOKS STUCK

- **List empty or slow at first?** The service is waking up — it retries by itself. If you see "Try again", click it.
- **"...reload the case and reapply your edits"?** Someone else saved this case while you had it open. Reopen it — nothing is lost.
- **Working together:** "assign to me" marks a case as yours; the "Mine" filter shows your cases. Keys `J` `K` jump to the next / previous case.