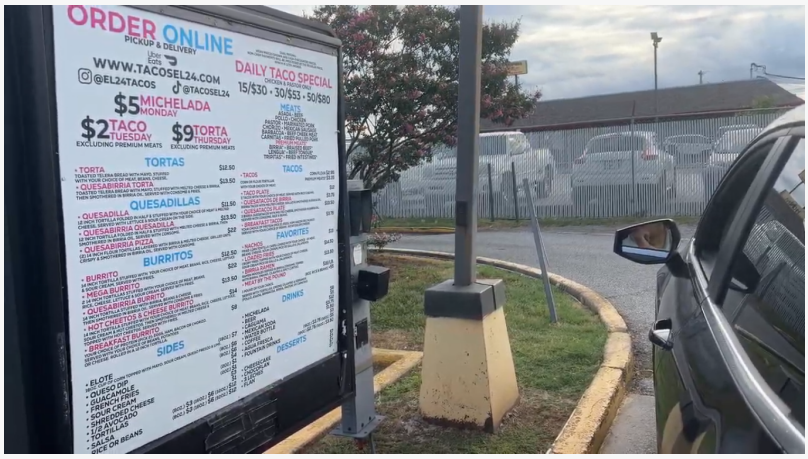
Tacos El 24 Deploys VOICEplug AI Drive-Thru Across All DFW Locations — 5,000+ Monthly Orders, 87-Second Average Time

DFW Mexican restaurant group deploys AI drive-thru ordering across all its drive-thru locations — orders completed in 87 seconds, 24/7, no staff on the speaker



VOICEplug AI's Drive-Thru AI at Tacos El 24

ARLINGTON, TX, UNITED STATES, September 9, 2026 /EINPresswire.com/ -- VOICEplug AI, a leading provider of AI-powered drive-thru ordering and voice AI solutions for restaurants with integrations across more than 80 POS, loyalty, payment, and restaurant technology systems, and Tacos El 24, the Dallas-Fort Worth Mexican restaurant group known for authentic street-style tacos and 24-hour service across DFW locations, today announced the deployment of VOICEplug AI's Drive-Thru AI across all of Tacos El 24's drive-thru locations in the DFW region.

> With VOICEplug AI, our drive-thru now operates with the same consistency at any hour — every order handled accurately, every modification captured, every ticket sent directly to our kitchen."
>
> *Miguel Sanchez, Owner, Tacos El 24*

Tacos El 24 operates around the clock — every location, every day. For Miguel Sanchez, Owner, that 24-hour commitment extends to every guest touchpoint, including the drive-thru. A technology-forward operator, Sanchez selected VOICEplug AI to bring AI-powered ordering to the chain's locations in the DFW region. The deployment connects directly to the POS system, routing every confirmed order from the drive-thru speaker to the kitchen without manual re-entry or staff intervention.

VOICEplug AI's Drive-Thru AI in operation at a Tacos El 24 DFW location.

"At Tacos El 24, we pride ourselves on being open whenever our guests need us. With VOICEplug AI, our drive-thru now operates with the same consistency at any hour — every order handled

accurately, every modification captured, every ticket sent directly to our kitchen. For a 24-hour restaurant, that kind of reliability changes everything. Any operator thinking about this: the technology works, and our guests have noticed."
— Miguel Sanchez, Owner, Tacos El 24

VOICEplug AI's Drive-Thru AI is a conversational voice AI system that greets every drive-thru guest, takes the complete order in natural spoken conversation — including modifications, substitutions, combo customization, and upsells — and sends the confirmed order directly to the kitchen via POS integration, without requiring staff on the speaker. Since deployment across all the Tacos El 24 drive-thru locations, the system is handling an average of more than 5,000 drive-thru interactions monthly, with successful orders completing in an average of 87 seconds from greeting to kitchen confirmation. The multi-location simultaneous deployment demonstrates VOICEplug AI's ability to bring multi-unit operators fully live at scale — not location by location.
Drive-thru ordering accounts for the majority of revenue at many QSR chains, yet staffing the speaker overnight and during off-peak hours remains one of the industry's most persistent operational challenges. As labor costs rise and 24-hour operations become more common, AI-powered drive-thru ordering is moving from a technology trial to a core infrastructure decision for operators.

Tacos El 24's always-on model — open 24 hours a day, seven days a week across every location — makes consistent drive-thru performance a non-negotiable. VOICEplug AI's Drive-Thru AI is built to operate around the clock, enabling Tacos El 24 to deliver the same ordering experience whether a guest pulls up at noon or 2am. For a brand defined by its commitment to availability, the deployment positions the chain to capture every drive-thru order at any hour without staffing the speaker overnight.

“A 24-hour drive-thru is one of the hardest operating environments for any AI system to prove itself in. There's no slow period, no reset, no margin for inconsistency at 2am. The fact that Tacos El 24's Drive-Thru AI is completing orders in an average of 87 seconds, around the clock — is exactly the kind of real-world proof that matters to us and to every operator evaluating this technology”, said Jay Ruparel, CEO of VOICEplug AI.

The deployment reflects VOICEplug AI's multi-location deployment architecture for restaurant drive-thru automation. Once the initial configuration, menu integration, and POS connection are established at the first location, additional sites are brought live on the same framework with minimal incremental setup time and no disruption to daily operations.

Restaurant operators interested in deploying AI-powered drive-thru ordering can request a demonstration at voiceplug.ai or call (650) 918-6100.

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Frequently Asked Questions

What is VOICEplug AI?
VOICEplug AI is an AI voice ordering platform built exclusively for restaurants, automating phone ordering, drive-thru, reservations, and kiosk ordering. It integrates with 80+ POS and restaurant technology systems and runs across 600+ locations in the US, UK, Australia, Canada, and Europe. Products include Phone AI, Drive-Thru AI, PizzaVOICE, ReserveVOICE, and Kiosk AI.

How does AI drive-thru ordering work?
The AI agent greets each guest and takes the full order in natural conversation — modifications, substitutions, allergen queries, and combo customization included. It confirms the order and sends it straight to the POS and kitchen display, with no manual re-entry. A team member can join at any point. The system handles multiple interactions at once.

Can it support 24-hour operations?
Yes. AI handles drive-thru ordering at every hour — including late night and early morning, when staffing a speaker is hardest.

What results has Tacos El 24 seen?
Over 5,000 drive-thru interactions monthly, with successful orders completing in an average of 87 seconds from greeting to kitchen confirmation, across all DFW drive-thru locations.

Which POS systems does it integrate with?
80+ natively, including Toast, Square, Clover, Aloha (NCR), FoodTec, InTouch POS, Qu, SpeedLine, and Revel. Menu data syncs automatically and kitchen routing follows the same rules as in-person entry.

How fast is deployment?
5–7 days per location, covering POS integration, menu sync, configuration, testing, and go-live.

About Tacos El 24
Tacos El 24 is a 24-hour street-style Mexican restaurant group serving the Dallas-Fort Worth metroplex. Known for authentic birria tacos, quesabirria, breakfast burritos, and bold Mexican street food, the chain operates locations across Arlington, Grand Prairie, and Dallas, Texas — open every hour of every day. www.tacosel24.com | contact@tacosel24.com

About VOICEplug AI
VOICEplug AI provides Voice AI solutions for restaurants, with a portfolio including Drive-Thru AI, PizzaVOICE, Phone Ordering AI, Text and WhatsApp Ordering, and ReserveVOICE. The platform integrates with 80+ restaurant technology systems and enables operators to capture every order, reduce labor costs, and deliver a consistent guest experience at scale. VOICEplug AI serves restaurant operators across the United States, United Kingdom, Australia, Canada, and Europe.
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Canada, and Europe. www.voiceplug.ai | (650)918-6100

Pooja Khara, Marketing Manager
VOICEplug AI
+1 650-918-6100
contact@voiceplug.ai
Visit us on social media:
LinkedIn

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