







FTDT Provides Most Sought-After Customer Conveniences

What Customers Want from Drive-Thru Technology (QSR MAGAZINE 2020)

DRIVETHRU INNOVATION	OVERALL	GENZ	MILLENNIALS	GENX	BOOMERS
Artificial intelligence helping make decisions when placing order	14	21	23	14	6
More extensive digital signage	20	7	16	20	25
 Ordering system that remembers my last order	24	28	26	25	21
 Ordering system that remembers me and my preferences	30	21	37	32	22
 Carhops, placing order from car	36	28	39	31	38
 Automated technology detecting car arrival, pre-order brought to car	36	31	43	35	31
 Mobile ordering options	38	34	42	41	32
 Contactless payment options	42	48	43	41	41

