1. At the star of the call, when asked how I was, I answered not well. The bot said Perfect and continued on. We should say “Sorry to hear that.” I’ll be brief. Then go into the “I sent you an email” pattern.
2. Need to be able to answer Who sent the email? And when did you send the email?
3. For lack of a better term, it panics when it doesn’t have the answer to a question. Only once did it tell me that it didn’t know. All other times it gave random answers and got caught in a loop repeating itself.
4. Needs to be able to answer the question “how did you get my information?” or how did you get my number? Answer: We have a database of potential attendees based on job functions and interest. Are the topics of interest to you?
5. When asked if I received the information, if I answer “Maybe” the bot freaks out and goes into a loop.