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. -> Flow change
6. When it asks if the objection is price, topics or schedule, the answer for price is great, but if topics is stated as the answer it doesn’t qualify the response. It should ask if the topics are relevant, which is in the call flow. If they say no, then it can disengage. -> Flow change
7. When budget is chosen as the objection, it goes to the discount deadline which is perfect. But it then goes back to ask again if budget, topics or scheduling is the problem. Once it has answered the budgeting issue with the discount it should ask if that helps with the budgeting issue. If the answer is yes, it should send the registration link via email and ask if it can follow up closer to the deadline. If the answer is no, disengage and ask to send the calendar of future events -> Flow change
8. When asked if I wanted to attend the event, I answered No, I can’t make it. The bot said “Sorry to hear that you can’t make it” but then read me the no refund/ cancellation policy. Then looped back to asking if I could attend-> Intent
9. When ask I was I doing, I replied “Spectacular!” The bot responded “Sorry to hear that” and then asked if I wanted to call a doctor….LOL
10. Sometimes it asks me if I want to attend an HRO Today event without telling me about the event. This always leads to getting stuck.
11. Voice tends to speed up when repeating email addresses. Sounds unnatural. -> Haseeb
12. I was told about the early bird discounts and asked if I wanted to attend. I said Yes and it repeated the question. Then it all went wrong.
13. When I said I was going alone it said Sorry to hear that.
14. I confirmed that I received the email and that I wanted to register. It would usually ask if I was attending alone or with other people. This time it asked me which event I wanted to register for.