

Conversation of 25 July

Total number of conversations: 93

ID	Case	Count
1	No response from the client	32 + 1 (with another case)
2	No matching maids found	16
3	System transfer	24 + 1 (with another case)
4	Two system transfer with no bot	2 + 1 (bot included)
5	Bot transfer	2
6	System: Attention: V3 Prospect!	3
7	Agent stepped in without a reason	2
8	Client is unsatisfied with the prices (with bot skill)	2
9	Client asked for a call	2

Read More:

For Case1:

There are two conversations that started with **case1** and then continued with other cases

- the bot sent a broken link ([CH76ef1402c1744dea8b6b408e6ab68598](#))

For Case3:

There are a lot of cases

- No reason (11)
- Bot started hallucinating (2)
- No response from the client (1)
- No matching maids found (1)
- Client wanted to talk to a specialist/ real person (2)
- Client asked for proof that a nanny had previous experience with newborns (1)
- Client asked if the nanny will come tomorrow (1)
- System: ARP API failed + no bot (1)

- Bot: Thanks for contacting us! We'll get back to you with an answer first thing in the morning. (1)
- Client asked for a live-out maid for 1 week. (1)
- Client: that not what your ad says (he is frustrated) (1)

There is a conversation that started with no reason **case3** and then continued with another case

- Client is not satisfied with the prices.

For Case4:

The system did the first transfer (to bot skill), then the second transfer (to agent skill), where delay = 30 secs

For Case5:

- The bot asked the client to transfer him to someone speaks arabic
- The bot asked the client to transfer him to the sales team to renew the service.

Other cases:

- No bot, system started hallucinating (CHa93f7a933cfa43fa9704406bb49fee48)
- Client is unsatisfied with the prices (with bot skill) (CH90e34faede26496e8da94a8029599fd5)
- Problem with the link (CH8b962987130544209c0e2c8a513b03a6)
- Agent: reported missed info (but not clear) (CH881097625c884a708f8e8d75c3d97d3c)
- No response from the bot (CH50fae6480eb24787bbd8b247bc4c2ec7)
- Agent: wishes to speak with a live agent on chat and not gpt (but no clear reason) (CH229d86e4b471430981ff17cfbcb7aabb)

For Case1:

The purpose of the conversations is that the prospect is looking to hire a maid and gather more details.

ID	Count	Format
1.1	20	C, B, ..., A
1.2	2	C, B, ..., A, B
1.3	6	C, B, ..., A, C, B
1.4	3	C, B, ..., A, C, B, ...

1.5	2	C, B, ..., A, C, ...
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Case 1.1

The agent stepped in only at the end of the conversation (with no bot or consumer interaction after) and asked the client to proceed with the hiring process in different ways:

- Are you ready to start the hiring process?
- Have you found a maid you would like to proceed with?
- May I know if any of the maids stand out to you?
- How urgently do you need a maid inside your house?
- May I ask what you are comparing us to, and what prices do you have in mind?

Case 1.2

The agent stepped in only at the end of the conversation (with bot interaction after it) and asked the client to proceed with the hiring process in different ways:

- Providing more info about monthly plans.
- May I ask what's keeping you from hiring a maid from us today?

Case 1.3

The agent stepped in and asked the client if he had the chance to view the list of maids, or if he is ready to start with the hiring process, and the client response was:

- I am busy now.
- I will check and get back to you.
- I will let you know when I decide.
- No thanks.

Case 1.4

The agent stepped in the middle of the conversation, received a response from the client, and then the bot continued chatting with the client, but without reaching any result.

Case 1.5

The agent stepped in the middle of the conversation, received a response from the client, and chatted briefly, and the results are:

- The client was unsatisfied because the maid he wanted had been hired by another family.
- The client asked the agent if it was possible to have a meeting, and then disappeared.

Conversation of 29 July

Total number of conversations: 135

Agent Interventions	Count
One intervention	110
More than one intervention	25

ID	Case	Count
1	No response from the client	24 + 9
2	No matching maids found	24 + 7
3	Bot hallucination	18
4	Client asked for a call	6 + 2
5	No bot response	6 + 3
6	Bot provided wrong info	5 + 3
7	Client requested for live agent/ arabic speaker	4 + 1
8	No shortlist	7 + 5
9	Agent stepped in without a reason	6 + 1
10	Agent skill Agent started with the conv	3 + 2
11	Bot transfer	2 + 3
12	System Transfer (no reason)	3
13	Two system transfer	4

Read More:

For Case1:

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	10 + 4
NO	NO	YES	14 + 4
YES	YES	YES	0 + 1

In more than one case the bot continued handling the conversation

For Case2:

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	15 + 4
NO	NO	NO	7 + 1
YES	YES	YES	2 + 2

The bot can handle the conversation but not the issue

In more than one case the bot continued handling the conversation

For Case3:

- Send “unknown” message
- Send the same link
- The bot sent a broken link
- The bot didn't provide a link for matching maids
- The bot didn't provide the video link.
- The bot can't find maids info (2)
- The bot didn't send the questions that the client should answer
- The bot didn't answer the client question
- The bot can't provide a website link

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	6
NO	NO	NO	8
NO	NO	YES	3
YES	YES	YES	1

In more than one case the bot continued handling the conversation

For Case4:

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	1
YES	NO	NO	3 + 2
YES	YES	NO	2

For Case5:

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	4 + 1
YES	NO	NO	1
YES	YES	YES	0 + 3
NO	NO	?	1

In more than one case the bot continued handling the conversation

For Case6:

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	1 + 2
NO	NO	?	2
YES	YES	YES	1
YES	YES	?	1 (258)
YES	NO	?	1 (185)

In more than one case the bot continued handling the conversation

For Case7:

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	1
YES	NO	?	1 (125) + 1 (190)
NO	NO	YES	1
YES	NO	NO	1 (there is a call)

For Case8:

Re-engagement	Sale happened	Bot can do it	Count
NO	NO	NO	7 + 2
YES	NO	YES	0 + 2
YES	NO	NO	0 + 1 (C asked for a call)

The bot can't provide a link

For Case9:

Re-engagement	Sale happened	Bot can do it	Count
NO	NO	YES	5
NO	NO	NO	1
YES	NO	YES	0 + 1

Usually the agent stepped in at the end of the conversations after the client had finished chatting.

There is only one case, where the client mentioned that he tried to call the client.

For Case10:

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	1 + 2
YES	NO	NO	1

NO	NO	YES	1
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For Case11:

- The client contacted the wrong department
- The bot doesn't have access to the maid's information after she is reserved by a client.
- The bot doesn't have the ability to send links directly to clients.
- The bot want to provide an accurate response (if the maid is eligible)
- The bot transferred the client to the sales team.

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	NO	0 + 2
YES	NO	?	1 + 1
YES	YES	?	1

For Case12:

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	3

Total

Re-engagement	Sale happened	Bot can do it	Count
YES	NO	YES	58
NO	NO	YES	28
NO	NO	NO	25
YES	NO	NO	11
YES	YES	YES	10
YES	YES	NO	2

