Problem Statement:

The system fails to assign high end RM’s to highly rated customer when in peak hours. The system is intended to pair up certain RM’s and customers, however, when under pressure it assigns the first RM available.

How might we statement:

How might we continue giving customers the appropriate RM in peak hours.

How might we reduce the complication of highly rated customers leaving because of the voice interactive system.

How might we make sure that the customer is feeling valued when in the call with the voice interactive system.