Common Support Issues

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Introduction

With over 3000+ chat logs from the support team in a year, clearly, there are some common questions that can be addressed. This content analysis study was done to identify the most broadly asked questions by customers through chat logs.

This presentation includes:

- Methodology and Demonstration

- Results

- Conclusion

Methodology

Steps to find these questions included:

- Manually categorized 200 chatlogs
- Created AI prompt for automation
- Used Copilot to analyze chat logs (600+)
- Generated a PivotTable to count categories
- Asked Copilot to find the most asked questions

Privacy note: [Microsoft claims](#) not to share data with other Copilot users or use it to train their model.

Limitations of Analysis

Sometimes it was difficult to categorize the problems on a consistent scale sometimes for several reasons ranging from:

- **Unclear wording** when users and support do not clearly identify the problem

- **Differences** same type of problem, under a different portion of G3

- **Human/machine error** in categorizing the chat logs

To minimize these problems, chat logs were double-checked, with a human reviewing the tickets AI reviewed for accuracy.

Additionally, some notes regarding the results:

- Difficult to track questions

- Checking other LLMs due to privacy reasons

Demonstration (Prompt Generation)

Prompt:

I want you to analyze this spread sheet and learn the different categories (column b) and questions (column D), so that I'll be able to paste more chat logs here and you can formulate a question and category, based on previous examples.

Make sure you categorize processing issue separately from output, like if the customer complains that the data is not transfer or uploading somewhere, it is a processing issue. But if they mention that the data isn't showing properly on the "at a glance screen" or something like that, it's an output error. Or if the numbers are showing wrong within G3.

Make questions as brief as possible, like don't reference case numbers or get super specific into the variable names unless it is crucial to the problem.

Here are the issues categorized under Process delay/status/issue: 1. System Not Up to Date: Why is the system not up to date? 2. Processing Delays: Why is my processing taking so long? 3. Forecast Groups: How can I process forecast groups? 4. Full Decision Upload: How do I get a full decision upload? 5. Decision Upload: Why is G3 not outputting to SynXis properly? 6. Rate Display: Why is the rate not showing on channel manager? 7. System Update: Why hasn't the system updated? 8. Shop Extract: Why haven't we gotten our shop? 9. System Date: Why did the system date not turn over? If the numbers are incorrect outside of ideas/g3, it should be a process issue.

Answers should be formatted similarly to this: Category: Input issue/question with room class Question: How can I delete the DLXCTYDD room class?

Demonstration (Continued)

Process Delay/Status/Issue with Shop Extract

Yellow = Key Category

Blue = Issue Location

Results

Most Common Issue Categories

- Processing Issues (31.75%)
- Output Issues (21.96%)
- Input Issues (19.77%)
- Full decision uploads (7.28%)
- Login Issues (3.84%)
- Other Issues (15.95%)

#1 Processing Issues

Total: 270/865 (31.75%) issues

Definition: Problems related to the processing of data or tasks within the system. These issues typically involve delays, failures, or errors in the execution of processes.

Commonly Asked Questions:

1. Why is the system not up to date?

2. Why is my processing taking so long?

3. Why is G3 not outputting to SynXis properly?

4. What is the status of my processing request?

5. Why is there data missing on certain days?

#2 Output Issues

Total: 190/865 (21.96%) issues

Definition: Problems related to the display or presentation of data. These issues involve incorrect or missing data in reports, screens, or other outputs.

Commonly Asked Questions:

1. Why are the forecast numbers for certain segments not aligning with our expectations?

2. Why aren't linked or bundled room rates showing up correctly in our booking systems?

3. Why is historical data missing or not visible in reporting dashboards like "At a Glance"?

4. Why are prices not adjusting even though we have bookings on the books?

5. Why do values in the data extract report change for past dates?

#3 Input Issues

Total: 171/865 (19.77%) issues

Definition: Problems related to the input or configuration of data into the system. These issues involve errors or difficulties in entering or modifying data.

Commonly Asked Questions:

1. How can I add/delete a room type?

2. Is it possible to configure overbooking rules differently for specific seasons or room types?

3. How do I add a competitor?

4. How can I run a group or crew evaluation for a period longer than 90 days?

5. How do I do an override to adjust availability or pricing for a room type?

#4 Full Decision Uploads

Total: 63/865 (7.28%) issues

Definition: Issues related to users wanting/needing a Full Decision Upload.

Commonly asked questions:

1. How do I get a full decision upload?

2. Why is G3 not outputting to SynXis properly?

3. Why is the rate not showing on channel manager?

#5 Login Issues

Total: 33/865 (3.84%) issues

Definition: Problems related to accessing the system. These issues involve difficulties or errors encountered during the login process.

Commonly asked questions:

1. Why can't I log into the system?

2. How do I resolve login errors?

3. Why am I getting an authentication error?

4. How do I access the system now that the login page has changed?

5. Why can't my colleague or team member access the system?

#6 Other Issues

Total: 138/865 (15.95%) issues

Definition: a wide-range of problems that did not fall into the other common categories.

Commonly asked questions:

1. Why is my property missing from my properties list?

2. Why is G3 in a different language?

3. How can I find someone specific at IDeaS?

4. Where can I find training materials for new users?

5. How do I change the default hotel?

Conclusion

Using AI has benefits and drawbacks:

Pros:

- Speed

- Potential for automation

- Time to focus on other things

- Potentially reduce error rates

Cons:

- Learning curve

- Potential for errors

- No easy way to automate

- Privacy concerns