AI Chat & Call Agent Feedback Hotel Booking Website

What's Working Well

Area	Description
Fast Response Time	The AI agent responds in under a minute, reducing user wait time and maintaining engagement.
Basic Query Handling	Effectively handles standard tasks like date changes, booking cancellations, and confirmation lookups.
24/7 Availability	Always available to assist, ensuring global user support across time zones.

Areas for Improvement

No	Area	Observation	Suggested Improvement
1	Hotel Page View	Clicking a hotel in chat only expands photos , full hotel page doesn't open.	Open the hotel page in the main screen or background tab so users can view amenities, reviews, and details easily.
2	Map Location Output	When asked for a hotel's location, AI gives latitude/longitude which is not user-friendly.	Show an interactive map or use common landmarks (e.g., 'near City Center Mall', '2km from airport').
3	Limited Listings	"Top 10 hotels in Bengaluru" returns only 4–5 results.	Display more listings or follow up by asking for preferred area (e.g., Indiranagar, Whitefield, etc.).
4	Phone Number Validation	No validation for invalid or incomplete phone numbers.	Add real-time validation (length, numeric checks) and optional OTP verification before proceeding.
5	Room Comparison Clarity	When comparing Premium vs Suite, response is neutral with no helpful insight.	Recommend the room with better value (rating/price/amenities) and explain why it's a better choice.

6	Lack of Smart Suggestions	No recommendations for offers, flexible dates, or transport proximity.	Proactively suggest nearby hotels with better ratings, deals for longer stays, or options near transit hubs.
7	Call Option Failure	If the "call now" feature fails, the system leaves the user stuck.	Add a voicemail fallback or prompt to leave a callback request. Include more visual options in chat (e.g., rating badges, photos, icons) for clarity.

User-Centric Enhancements

• Use interactive maps and visual UI (carousel for rooms, star ratings).

• Add voicemail or call scheduling when live calling fails.

• Suggest hotels based on proximity to landmarks or user intent (e.g., "You're visiting for business?").

• Promote flexible date changes and exclusive deals dynamically.