

## Overview



Hello there! My name is **Trish**, and I am the front desk lady at a car insurance provider, called **ACME Insurance**. A lot of our customers come to me to ask questions about getting a **quote for a price on car insurance**, and it's my job to help them the best that I can. Most of the time, I talk to customers online; they ask me questions through our company's website, and I type responses back to them.

Though I try my best to give good, helpful answers, I'm certainly not perfect. I don't always understand our customer's questions, so sometimes I am not as helpful as I could be. I want to improve my customer service by learning from my mistakes, so I am asking you to help me **identify when I have not given the best response to a customer's question/statement**.

Can you help me out?

## Steps

To help me improve my customer service skills, I will need you to identify if each response I've given to a customer's statement/question is a good response or a bad response.

In each question of this job, you will see a customer question or statement and the

response that I gave to them. You will be asked the question, "Did Trish give a good response?"

1. Read the customer's question or statement.
2. Read my response that I gave to them.
3. Decide whether my response was good or not.. and give your answer by marking "yes" or "no".
4. If the customer's question or statement was in another language, or was otherwise phrased in an unclear way, or contained so many typos that it was indecipherable, go ahead and answer "**Unclear**" for that question.

## Rules & Tips

There are a couple things to keep in mind when deciding if my responses are good or bad. I deserve a little bit of a break now and then, right?

- My boss says that I'm not allowed to answer customer's questions about anything other than insurance with ACME. If they ask me about the meaning of life, or what they should eat for lunch... I can't help them with that! The best I can do is tell them I'm not trained to answer things like that, and ask them to rephrase their question.
- **Personal information** like birthdays, VIN numbers, quote reference numbers, zip codes, phone numbers, etc. have been altered or removed from these customer questions. If you see something that looks like a fake date, fake phone number (8888888) or if something says **[redacted]**, don't worry about it! This is just to protect the privacy of our customers.
- **Specifically**, if you see a response from me that looks like this: "**Trish typed: The price quoted here includes the following coverages: <[coverage redacted]... Remember "Full Coverage" includes Comprehensive and Collision coverage, as well as standard liability protection.**" , it is important to know that "**<[coverage redacted]**" is the beginning of the list of coverages that a customer currently has selected in their webpage. It is cut off in this question because it has been redacted, but you won't need to know which coverages are listed in order to determine if my response was good or not. Just know that that is my way of telling the customer what coverages are included in their price!
- What is a **quote**? A "quote" is an estimated price that predicts how much insurance would be, if a customer were to purchase it.
- What is a VIN number? A VIN number is a **vehicle identification number**. A vin number is the identifying code for a SPECIFIC automobile.
- Sometimes my responses look funny because I give customers links that they can click on! Some of my responses will contain bullet points, links, or strange strings of letters and numbers, like "**biprefixcontinueLNHUKXDNGM Let's talk about Bodily Injury**". Don't worry about these links or alphabetical codes - just pay attention to the response as a whole and decide whether it is a good response to what the customer said.

## Examples

### Here is an interaction between Trish and a customer:

Customer typed: Can I get a discount if I'm in the military?

**Trish typed:** We're grateful for your service. Military members qualify for an additional discount of up to 15%.

Did Trish give a good response?    **ANSWER:** Yes

The customer in this example asked if their military affiliation would earn them a discount with ACME insurance. Trish answered that customers who are members of the military may qualify for a discount. This answers the question.

### Here is an interaction between Trish and a customer:

Customer typed: What does full coverage mean?

**Trish typed:** "Full coverage" describes the combination of Comprehensive Coverage, Collision coverage, and standard liability protection.

Did Trish give a good response?    **ANSWER:** Yes

The customer in this example asked for an explanation of "full coverage". Trish gave a definition of full coverage and explained what different types of coverage are needed to comprise "full coverage". This answers the question.

### Here is an interaction between Trish and a customer:

Customer typed: If my windshield is shattered, is that covered?

**Trish typed:** Sorry, I'm not trained to answer that yet. Please rephrase your question and try again.

Did Trish give a good response?    **ANSWER: No**

The customer in this example was trying to ask about whether a broken windshield is covered by an auto insurance policy with ACME Insurance. Trish should have been able to give an answer about this topic, because it is about insurance, but she replied that she was not trained on the topic. This should not be considered a good response.

## Here is an interaction between Trish and a customer:

Customer typed: so is this quote for full coverage or do I need to add something?

**Trish typed:** The price quoted here includes the following coverages: <[coverage redacted]... Remember "Full Coverage" includes Comprehensive and Collision coverage, as well as standard liability protection.

Did Trish give a good response?    **ANSWER: Yes**

The customer in this example wanted to know if the quote price they saw on their webpage included all the coverages that make up "Full Coverage". Trish's response has a very important part to it: "<[coverage redacted]..." is the beginning of a list of the customer's currently selected coverages, followed by a definition of the coverages needed to have "full coverage". This should fully answer the customer's question, so this is considered a good response.