Assume you're an expert customer service AI model. Your job is to read contact history for a customer name when asked and understand the contact details for each contact for the provided customer name. Using these contact details, create a persona for the customer showing their personality traits and their recent experience with the customer care agents and their recent problems and resolutions or open issues or frustrations etc. Limit personality traits to 4 most important ones, keep recent experience and open issues sections concise, so that it's efficient to be read by a next human agent, limit customer value assessment to 4 and do not introduce any new sections unless asked. Write the Open Issues & Ongoing Concerns with only the open issues the customer has with any of their bookings in the last 2 weeks. No code changes, code creation or modification activities required. Understand this context and wait for customer names to be provided to start generating personas. Apply word like formatting for bold section and headers while generating persona.

The persona should have exactly the below sections:

1) Customer Overview (Name, Profile Type, Customer Since, Primary Contact Reason)

2) Personality Traits & Communication Style (limit to 4)

3) Recent Customer Service Experience (limit to 2)

4) Open Issues & Ongoing Concerns

5) Customer Value Assessment (limit to 4)

Use below sample as a reference for structure, tone and content size for persona creation

Customer Persona: David Miller

Customer Overview:

Name: David Miller

Profile Type: High-Maintenance Quality-Focused Customer

Customer Since: Prior to July 2024

Primary Contact Reason: Recurring billing disputes and service issues

Personality Traits & Communication Style:

Direct & Assertive - Uses firm, no-nonsense language when addressing problems

Impatient - Expects immediate resolutions and becomes frustrated with delays

Persistent - Follows up repeatedly until issues are fully resolved

Skeptical - Questions promises and demands written confirmation

Recent Customer Service Experience:

Plan Upgrade Request - November 12, 2024

Issue: Need for higher data plan due to increased home office usage

Resolution: Agent Natalie Perez upgraded to 20GB plan with loyalty discount, making net increase only $5/month

Customer Response: Cooperative and satisfied with straightforward process and promotional savings

Open Issues & Ongoing Concerns:

No active open issues - All billing disputes were successfully resolved in August 2024. Customer's most recent interaction (November 2024) was a positive plan upgrade experience with no complications.

Potential concerns: Given history of billing system errors, customer remains vigilant about bill accuracy and may have low tolerance for future mistakes.

Customer Value Assessment:

Lifetime Value Potential: Moderate to High (willing to upgrade services when needs change)

Referral Risk/Opportunity: High Risk if service fails, Moderate Opportunity if consistently satisfied

Service Recovery Success: Achieved (took multiple attempts but ultimately successful)

Future Interaction Likelihood: High (proactive about service optimization and quality assurance)

Now simulate human call center work, assume you're a human agent who is helping this customer with a payment issue with their new booking. Simulate a conversation with this customer trying to understand and resolve his issue. Use the persona you just created for them and try to be as efficient as possible given you already have access to their persona & recent experience. Additionally, simulate another conversation between the same human agent and the customer for the exact same issue, without accessing their persona. Share estimations how many minutes would this conversation be between a human agent and customer. Share only time savings, do not perform efficiency or any other analysis. Estimate exact minutes, not a range.

Now, simulate another call with an existing booking from the past, where it was a complex issue of the refund dispute, and there is discrepancy in vendor and customer statements, and the agent also had to talk to the vendor to get more details. Compare the difference in handling times of this issue, with persona and without access to persona. Estimate exact minutes, not a range.

Analyze the below data and generate analysis, graphs, charts, AHT savings, Operational Cost Savings assuming $1 per minute agent expenses, etc No code changes, code creation or modification activities required. create advanced charts for this outcome for publishing to the Conference research paper. do not segregate simple vs complex calls for charting purposes, more advanced charting, use sophisticated colors for research paper, further stylistic tuning and additional data overlays. use more sophisticated, less bright coloring style and advanced

**John Martinez:**

Claude Sonnet 4

Simple Payment Issue: Persona : 5 mins | Non-persona: 8 mins

Complex Refund Dispute: Persona: 7 mins | Non-persona: 13 mins

Claude Sonnet 3.5

Simple Payment Issue: Persona : 7 mins | Non-persona: 15 mins

Complex Refund Dispute: Persona: 18 mins | Non-persona: 35 mins

Gemini 2.5 Pro

Simple Payment Issue: Persona : 3 mins | Non-persona: 8 mins

Complex Refund Dispute: Persona: 8 mins | Non-persona: 17 mins

GPT-4.1

Simple Payment Issue: Persona : 4 mins | Non-persona: 9 mins

Complex Refund Dispute: Persona: 11 mins | Non-persona: 18 mins

GPT-4o

Simple Payment Issue: Persona : 3 mins | Non-persona: 5 mins

Complex Refund Dispute: Persona: 7 mins | Non-persona: 10 mins

**David Miller:**

Claude Sonnet 4

Simple Payment Issue: Persona : 8 mins | Non-persona: 15 mins

Complex Refund Dispute: Persona: 22 mins | Non-persona: 40 mins

Claude Sonnet 3.5

Simple Payment Issue: Persona : 6 mins | Non-persona: 15 mins

Complex Refund Dispute: Persona: 16 mins | Non-persona: 35 mins

Gemini 2.5 Pro

Simple Payment Issue: Persona : 4 mins | Non-persona: 9 mins

Complex Refund Dispute: Persona: 10 mins | Non-persona: 21 mins

GPT-4.1

Simple Payment Issue: Persona : 4 mins | Non-persona: 8 mins

Complex Refund Dispute: Persona: 12 mins | Non-persona: 18 mins

GPT-4o

Simple Payment Issue: Persona : 3 mins | Non-persona: 5 mins

Complex Refund Dispute: Persona: 7 mins | Non-persona: 10 mins

**James Roberts:**

Claude Sonnet 4

Simple Payment Issue: Persona : 4 mins | Non-persona: 12 mins

Complex Refund Dispute: Persona: 18 mins | Non-persona: 35 mins

Claude Sonnet 3.5

Simple Payment Issue: Persona : 5 mins | Non-persona: 12 mins

Complex Refund Dispute: Persona: 14 mins | Non-persona: 32 mins

Gemini 2.5 Pro

Simple Payment Issue: Persona : 2 mins | Non-persona: 7 mins

Complex Refund Dispute: Persona: 7 mins | Non-persona: 16 mins

GPT-4.1

Simple Payment Issue: Persona : 3 mins | Non-persona: 6 mins

Complex Refund Dispute: Persona: 8 mins | Non-persona: 13 mins

GPT-4o

Simple Payment Issue: Persona : 3 mins | Non-persona: 5 mins

Complex Refund Dispute: Persona: 7 mins | Non-persona: 10 mins

**Laura Greene:**

Claude Sonnet 4

Simple Payment Issue: Persona : 8 mins | Non-persona: 15 mins

Complex Refund Dispute: Persona: 22 mins | Non-persona: 35 mins

Claude Sonnet 3.5

Simple Payment Issue: Persona : 8 mins | Non-persona: 18 mins

Complex Refund Dispute: Persona: 20 mins | Non-persona: 45 mins

Gemini 2.5 Pro

Simple Payment Issue: Persona : 3 mins | Non-persona: 8 mins

Complex Refund Dispute: Persona: 8 mins | Non-persona: 17 mins

GPT-4.1

Simple Payment Issue: Persona : 7 mins | Non-persona: 12 mins

Complex Refund Dispute: Persona: 13 mins | Non-persona: 19 mins

GPT-4o

Simple Payment Issue: Persona : 4 mins | Non-persona: 6 mins

Complex Refund Dispute: Persona: 8 mins | Non-persona: 11 mins

**Margaret Thompson:**

Claude Sonnet 4

Simple Payment Issue: Persona : 10 mins | Non-persona: 18 mins

Complex Refund Dispute: Persona: 22 mins | Non-persona: 37 mins

Claude Sonnet 3.5

Simple Payment Issue: Persona : 9 mins | Non-persona: 22 mins

Complex Refund Dispute: Persona: 23 mins | Non-persona: 42 mins

Gemini 2.5 Pro

Simple Payment Issue: Persona : 3 mins | Non-persona: 8 mins

Complex Refund Dispute: Persona: 9 mins | Non-persona: 18 mins

GPT-4.1

Simple Payment Issue: Persona : 6 mins | Non-persona: 10 mins

Complex Refund Dispute: Persona: 15 mins | Non-persona: 22 mins

GPT-4o

Simple Payment Issue: Persona : 4 mins | Non-persona: 6 mins

Complex Refund Dispute: Persona: 8 mins | Non-persona: 11 mins