

Directions of the Project

The things that was taken care for making the chatbot are given below with the instructions followed.

Response Flow:

1. Brief Greetings
 2. Issue Explanation
 3. Steps for Resolution
 4. Supportive Materials (e.g., screenshots, articles, or videos)
 5. Concise Closing Offering Further Assistance
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Sample Question & Response

Customer Inquiry:

I set up the seasonal profiles for June and July, but I can't see them when I click on "Edit Profile." Can you check if something changed? I just got a two-night booking, but I usually get longer stays.

Response:

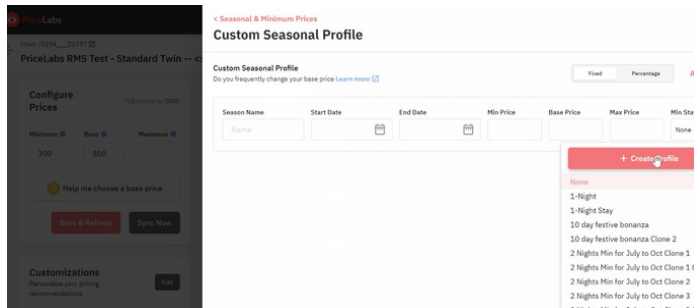
Hi Brian,

Greetings from PriceLabs! This is Jai from the Product Specialist Team.

Thank you for reaching out. Upon checking, I see that you successfully created a June and July Min Stay Profile. However, it has not been applied to a Seasonal Profile yet, which is why it is not visible under "Custom Seasonal Profile."

To apply your Min Stay Profile:

1. Go to your listing and click "Edit."
2. Under the **Seasonal & Minimum Prices** tab, enable the toggle for "Custom Seasonal Profile."
3. Click "Edit Profile," then select "Add Season Profile."
4. Set your preferred date range and rates, then select the corresponding Min Stay Profile.



For further guidance, you can check our help article: [Creating and Using Minimum Stay Profiles](#)

Let us know how it goes! Feel free to reach out if you have any other questions.

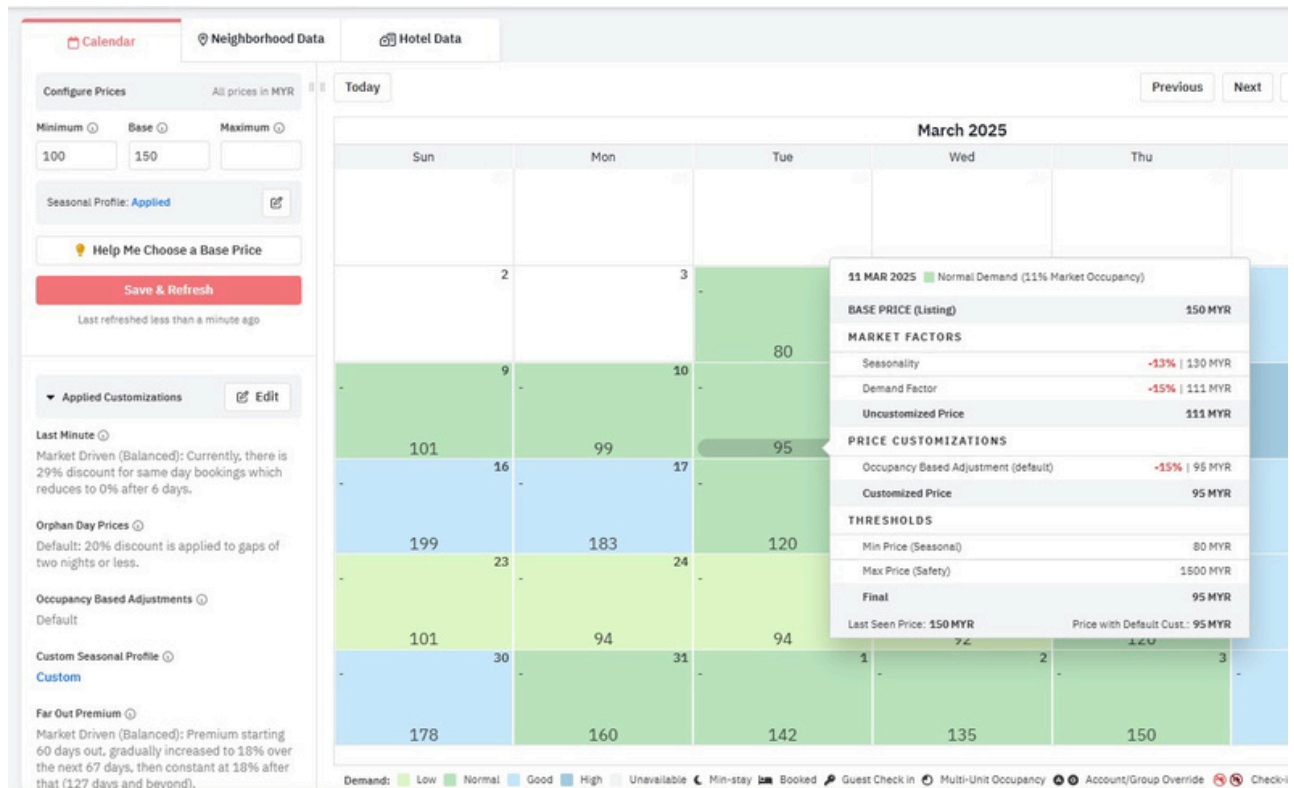
Instructions for Completion:

- Please respond to each email following the guidelines provided.
- You may refer to our knowledge base for assistance: [PriceLabs Help Center](#).
- We anticipate this exercise to be completed within **1 to 2 hours**.

Thank you for your participation, and good luck!

Customer Emails for Response:

Email 1 from Customer A: I have lost thousands of dollars due to incorrect bookings because you guys are sending such low rates for my listings. I have set-up a minimum price of 100, so why are my rates going below 100????!!



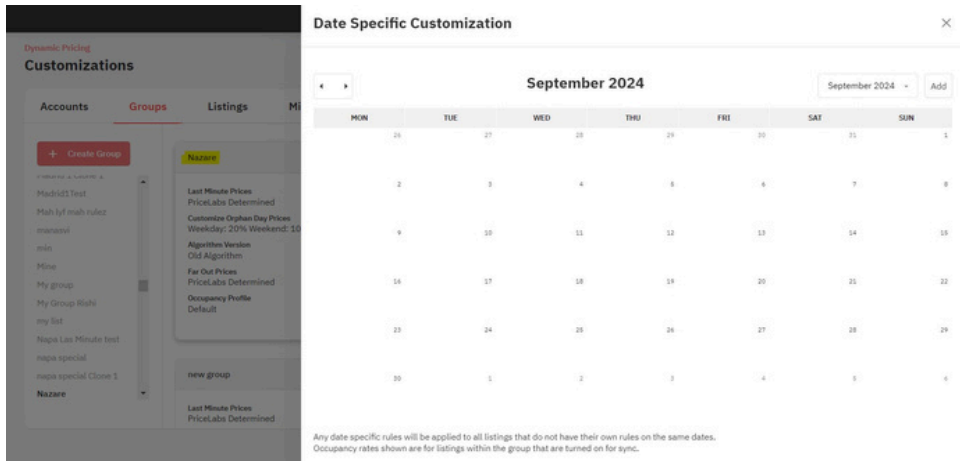
Email 2 from Customer B: I have created an override of 500 dollars from 16th April to 18th April. I just received a booking for three days starting from 16th April, and the price is less than 500 per night. This seems like a simple thing to do when I have set up the price. Please explain to me why this has happened. What did I do wrong?

April 2025				
Tue	Wed	Thu	Fri	
1 142	2 1 €	3 1 €	4 2 €	2 €
8 108	9 135	10 150	11 206	2 €
15 108	16 122	17 133	18 180	2 €
22 125	23 196	24 270	25 329	2 €
Price: 50 % change on recommended price, 500 €				

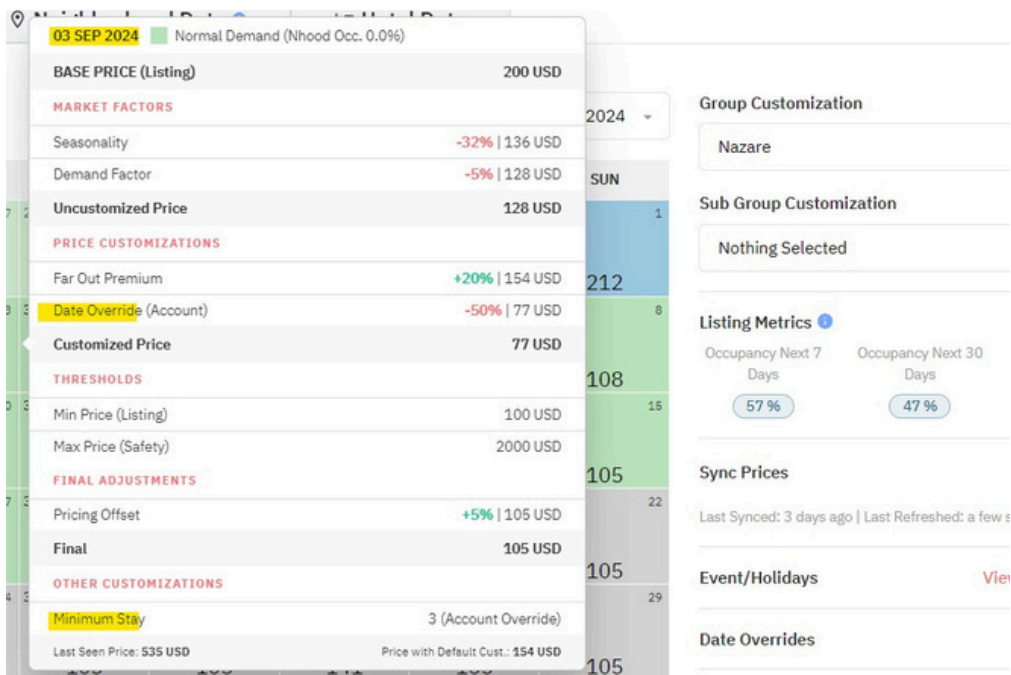
Email 3 from Customer C: I just received my invoice, and the amount seems higher than expected. I have only two properties in Chicago, so I was expecting a total of USD 29.98, but my invoice shows USD 34.98. Could you help me understand the discrepancy and process a refund for any extra charges?

Email 4 Customer D:

I am setting a new group customization for a new property.
Name of the group **Nazare**. As you can see there are no “date specific overrides”



On the property "review prices", I have selected the "Nazare" group and clicked on "Save & Refresh". But I can see that it is pulling the "Account date-specific override" from the account customization "Uplisting", as well as the minimum stay (Image below).



Why is Account-level information applied? Please let me know ASAP what to do.

The context for the above problem:

1. The user has set up an account-level date-specific override for his account, which affects the pricing and the minimum stays.
2. The user has created a group, "Nazare," with some listings.
3. He assigned the group "Nazare" for the group customization for one of his listings, as shown in the above screenshot. [see the top-right corner]
4. The user can see no date-specific overrides for the group Nazare.
5. However, for the above listing (the listing calendar shown above), the tooltip shows that an account-level override is applied.