

Dear candidate,

in the file *conversations.csv* you'll find some (simplified) conversation metadata from the chat channel of a hypothetical customer.

Let's imagine our customer success leadership is concerned that the customer is unhappy about the current performance of this chatbot. During the sales process the customer mentioned they expect to be able to fully automate 25% of the conversations.

As a result you have been asked to provide a brief summary of the performance of this chatbot and to make suggestions which areas you would recommend to analyse next in order to make improvements.

conversationId:	All conversations are identified by an unique Id
start_time:	Timestamp of the first message of the conversations
end_time	Timestamp of the last message of the conversation
resolution	Result of the conversation: <ul style="list-style-type: none">• none: No resolution• botHandled: The bot was able to handle the entire conversation• agent: The bot had to escalate to a human agent at some point• failedEscalation: The platform tried to escalate to an agent, but the connection to an agent could not been established, or no agent was available
is_logged_in	The visitor was logged in to the customer website
has_not_understood_messages	he conversation included messages that the platform wasn't able to understand (with sufficient confidence)
bot_messages	Count of messages sent by the bot
visitor_messages	Count of messages sent by the visitor

Recommendation: Keep it simple and a short presentation to summarise your findings and recommendations in the form of slides would be great.

Please let us know if you have any questions