

Feel Good Spas Call Analyzer

Ask about bookings, call information, customer issues, agent performance...

Welcome to Feel Good Spas Conversational Analysis Tool. What would you like me to get for you?

How many bookings did we have?

We had a total of **114 bookings** (vCons) recorded.

What kind of topics were discussed?

Here are some topics that were discussed in the bookings:

1. Treatment Cancellation Request

- **Summary:** Jessica Miller called to cancel her deep tissue massage appointment. The representative explained the cancellation policy and associated fees, and Jessica expressed disappointment.

2. Hot Tub Temperature Control Issue

- **Summary:** Sarah Miller reported a temperature control issue with her hot tub. A technician visit was scheduled to address the issue.

3. Loyalty Program Inquiry

- **Summary:** Olivia Benson inquired about her loyalty program status and learned she had points available for redemption.

4. Appointment Reschedule Request

- **Summary:** Michael Thompson wanted to reschedule his deep tissue massage appointment, and an alternative time was offered.

5. Promotion Inquiry

- **Summary:** Sarah Miller inquired about a promotion that had expired, and the representative confirmed its unavailability.

6. Customer Service Call - Appointment Reschedule

- **Summary:** Rescheduling of a spa appointment.

7. Customer Service Call - Booking Cancellation

- **Summary:** A couples massage appointment was cancelled due to staffing issues, leading to customer dissatisfaction.

8. Customer Service Call - Booking Error

- **Summary:** A booking was incorrect; a discount was offered as a resolution.

9. Customer Service Call - Misspelling Issue

- **Summary:** The customer called about a misspelling in their booking; the issue was resolved.

10. Customer Service Call - Appointment Cancellation

- **Summary:** A couples massage was cancelled due to therapist illness, resulting in customer dissatisfaction.

These summaries highlight a variety of customer interactions including cancellations, inquiries, and scheduling issues related to services provided by Feel Good Spas.

Which calls should I follow up on to ensure the customer is happy?

Here are the following calls you should consider following up on to ensure customer satisfaction:

Calls Related to Cancellations

1. Jessica Miller - Treatment Cancellation Request

- **Summary:** Jessica called to cancel her deep tissue massage appointment due to unforeseen circumstances. The cancellation fee applied, and she expressed her disappointment.
- **VCon ID:** dbb9dc23-71c5-4397-8492-3fddd971f6f5

2. Olivia Martinez - Booking Reschedule/Refund Request

- **Summary:** Olivia contacted support to reschedule a couples massage within the 72-hour cancellation window but was denied due to company policy, leading to dissatisfaction.
- **VCon ID:** 0b37ef2b-b975-4bc4-a19a-d27abce67ed7

3. Customer Booking Rescheduling Request

- **Summary:** A customer requested to reschedule a spa appointment but was denied according to policy, which led to dissatisfaction and a threat to cancel their membership.
- **VCon ID:** bdad574b-3163-4117-9c92-3dec42254fc6

Calls Related to Customer Dissatisfaction

1. Olivia Martinez - Booking Reschedule/Refund Request

- Same information as listed above.

2. Customer Booking Cancellation Due to Therapist Unavailability

- **Summary:** A customer's spa appointment was canceled due to the therapist's unavailability. The customer accepted a refund but expressed dissatisfaction and plans to switch spas.
- **VCon ID:** 38eba0e0-1595-4eb9-a763-9a75134ae379

3. Couples Massage Appointment Cancellation

- **Summary:** Another customer's couples massage appointment was canceled due to therapist unavailability, leading to dissatisfaction. The customer demanded more compensation, which was not provided.
- **VCon ID:** ef0619ae-a44d-4285-a906-ecbd4d24dfa2

Following up on these calls can help address any lingering issues or dissatisfaction that customers may have experienced.

Type your question..

