

Demo Delivery Instructions – very important

- To simulate a real scenario, it is recommended that two people follow the conversation script, one acting as the Agent & the other as Customer.
- If delivering this demo online via Teams, Zoom, the person sharing the screen for demo should use laptop speaker and microphone.
 - DO NOT use headphones when delivering this demo since it will not pickup other person's voice through the laptop microphone.
- If delivering this demo in-person, two people talking should stand next to the laptop and do live conversation as per the script.
- Practice the conversation script internally and validate the GPT output before presenting this to your customer. Update script/prompts as needed.

Select Language on demo web UI and click Start Conversation button.

Agent: Thank you for calling Contoso Insurance. My name is <your full name> How may I help you?

Customer: I had an accident. I am calling to file a new claim

Agent: Oh, I am so sorry to hear that. Was anyone injured in the accident?

Customer: No, nobody was injured but there is some damage to the car. [OBJ]

Agent: Good to hear that no one is injured. Can I get your name please?

Customer: My name is <your full name>.

Agent: Can you verify your date of birth?

Customer: It is October 29th, 1984

Agent: Let me pull up your information. Please hold on

Agent: I see you live at 425 Michigan Ave in Chicago, IL. Is that correct?

Customer: Yes

Agent: Can you verify your phone number?

Customer: My phone number is 312-456-9876

Agent: Ok, where did the accident happen?

Customer: It happened in the Walmart parking lot in the north side of Chicago. It was raining heavily, and I guess the other car didn't see my car when backing up.

Agent: Ok, when did the accident happen?

Customer: It happened on Sunday morning around 10am on March 5th.

Agent: Can you describe the damage to your car?

Customer: Yes, my car's bumper is damaged on the right side. I have some pictures of the car damage if I can send them to you.

Agent: Ok, let me create a new claim for this. Please hold on

I have created a new claim for you. We will be contacting you for scheduling repairs to your car. We will also send you a link via email so you can upload pictures you have taken.

Agent: Is there anything else I can help with?

Customer: No, thank you for your help.

Agent: My Pleasure. You have a great day!

Custom Prompts to extract custom Business Insights

Custom Prompt Purpose	Custom Prompt to enter in the "Enter your custom prompt" text box on the Demo UI	Sample Prompt response displayed on the right side when "Extract Insights" button clicked
Use this prompt to generate a standard summary of the conversation text. No customization is done therefore GPT provides a general summary of the text.	Tl;dr	The caller was filing a new claim for an accident that happened in a Walmart parking lot. The caller provided their name, date of birth, address, phone number, and car information. They also described the damage to their car. The representative created a new claim and will be contacting the caller for scheduling repairs and sending them a link to upload pictures.
Generates customized conversation summary focused on the business details relevant to customer's use case	"" You are an assistant helping to summarize phone call conversation based on call transcript. Use this format, replacing text in brackets with the result. Do not include the brackets in the output: Summary: [Call summary that includes accident details, location, car make model, damage details, PII information and next steps] ""	Summary: The caller, Amul Chapla, had an accident in the Walmart parking lot in the north side of Chicago on Sunday around 10:00 AM. The accident involved a Honda Accord and there were no injuries. There was some minor damage to the car, mainly on the bumper. The caller provided their personal information, including their name, date of birth, address, and phone number. The caller will be contacted for scheduling repairs to their car and will be sent a link to upload pictures of the damage.
Extract custom business insights listed in the input prompt.	Extract the following from the phone conversation. Do not include brackets in the output: 1. Main reason of the conversation:	1. Main reason of the conversation: To file a new claim. 2. Sentiment of the customer: Sorry.

Provide response in plain text format.	2. Sentiment of the customer: 3. Accident location: 4. How did the accident happen: 5. Weather when the accident happened: 6. Airbag deployed <yes/no/not mentioned>: 7. Police called to the scene <yes/no/not mentioned>: 8. Did customer take any pictures of accident scene <yes/no/not mentioned>:	3. Accident location: Walmart parking lot in the north side of Chicago. 4. How did the accident happen: The other person didn't see my car and hit my car's bumper. 5. Weather when the accident happened: Raining heavily. 6. Airbag deployed: Not mentioned. 7. Police called to the scene: Not mentioned. 8. Did customer take any pictures of accident scene: Yes.
Extract custom business insights listed in the input prompt. Explicitly instructs GPT to provide response JSON format using the key provided in the request prompt.	Extract the following from the phone conversation. Answer in JSON machine-readable format, using the keys provided below. Format the output as JSON object called "results". Pretty print the JSON and make sure that is properly closed at the end. 1. Main reason of the conversation (key: reason) 2. Sentiment of the customer (key: sentiment) 3. Accident location (key: accident_location) 4. How did the accident happen ((key: how_happened) 5. Weather when the accident happened (key: weather) 6. Airbag deployed <yes/no/not mentioned>: (key: airbag_deployed) 7. Police called to the scene <yes/no/not mentioned> (key: police_called) 8. Did customer take any pictures of accident scene <yes/no/not mentioned> (key: pictures_taken)	<pre>{ "results": { "reason": "Filing a new claim", "sentiment": "Sorry", "accident_location": "Walmart parking lot in the north side of Chicago", "how_happened": "Other person didn't see my car and hit my car's bumper", "weather": "Raining heavily", "airbag_deployed": "Not mentioned", "police_called": "Not mentioned", "pictures_taken": "Yes" } }</pre>