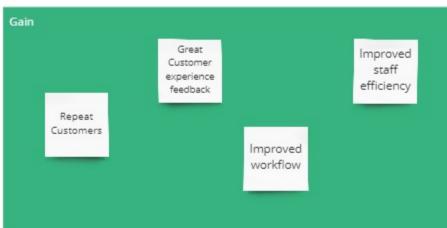
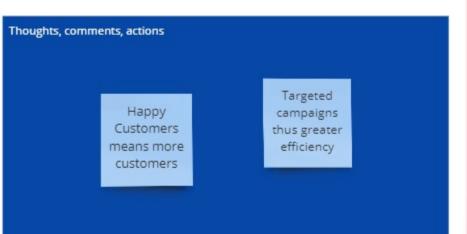


as a manager i want my clients to have the best possible experience as it creates repeat customers and increased profits, our solution is to create a new system with less waiting times that connects clients to the right staff members, therefore improving customer experience with low waiting time and elegant experience.

Relation Ship manager
perspective:
staff members who are
experienced in certain
destinations should be the
selected staff members to talk to
customers when they inquire
about said destinations, as with
more experience a staff member
can better adapt to the needs of
the client and be more helpful.







An ambitious manager wants to increase profits and reduce costs. he believes that the current system of staff client communication is not as efficient as it could be. our solution is to setup a system where customers are routed to staff members with relevant experience in as little time as possible