



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