

# ALL INBOUND CALL VOLUME

# OPERATOR CALL VOLUME

INBOUND CALLS  
HANDLED

42K

MINUTES SPENT ON  
CALLS

6M

INBOUND CALLS  
HANDLED

4114

MINUTES SPENT ON  
CALLS

379K

## CURRENT VOLUME BY DEPARTMENT

Emergency

Employee

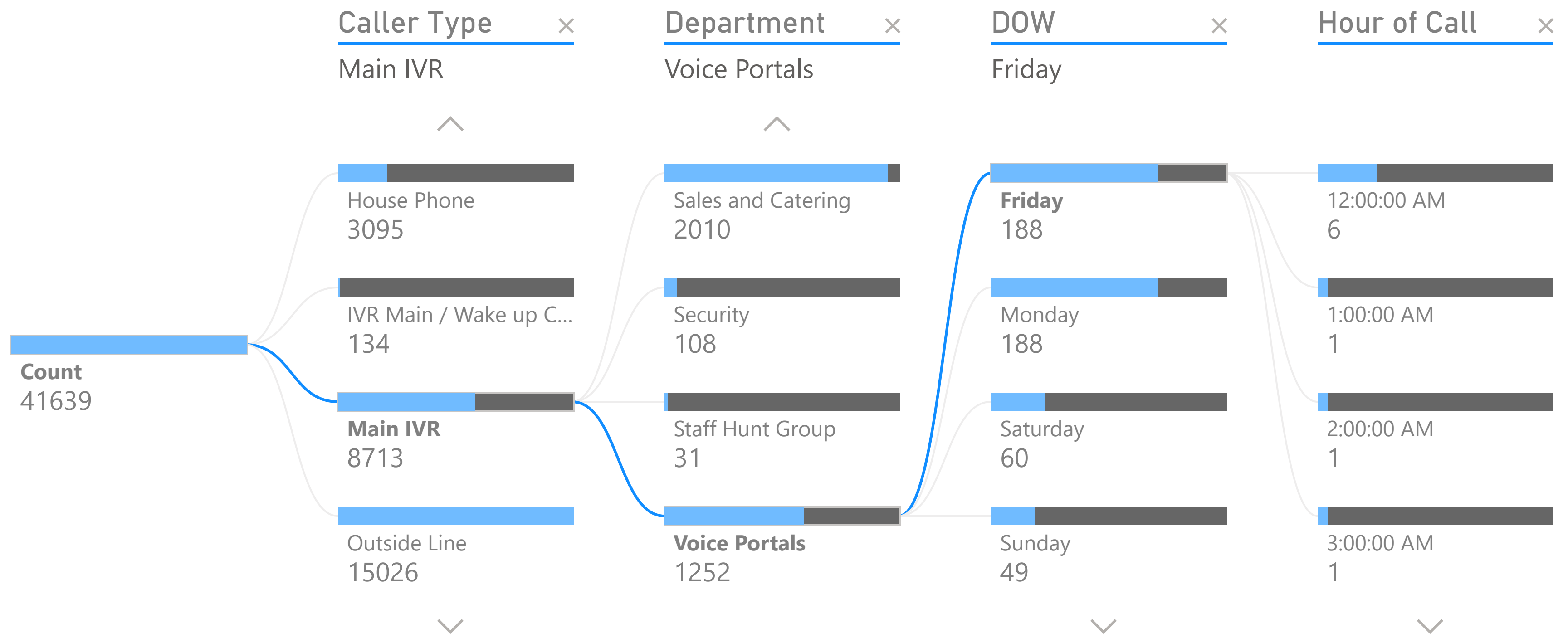
House Phone

IVR Main /  
Wake up Calls

Main IVR

Outside Line

Room  
Extension



TOTAL ENGAGEMENTS

32,145

TOTAL CALLS OFFSET

31,973

SUCCESSFUL RESPONSES

31,339

TRAINING REQ'D

806

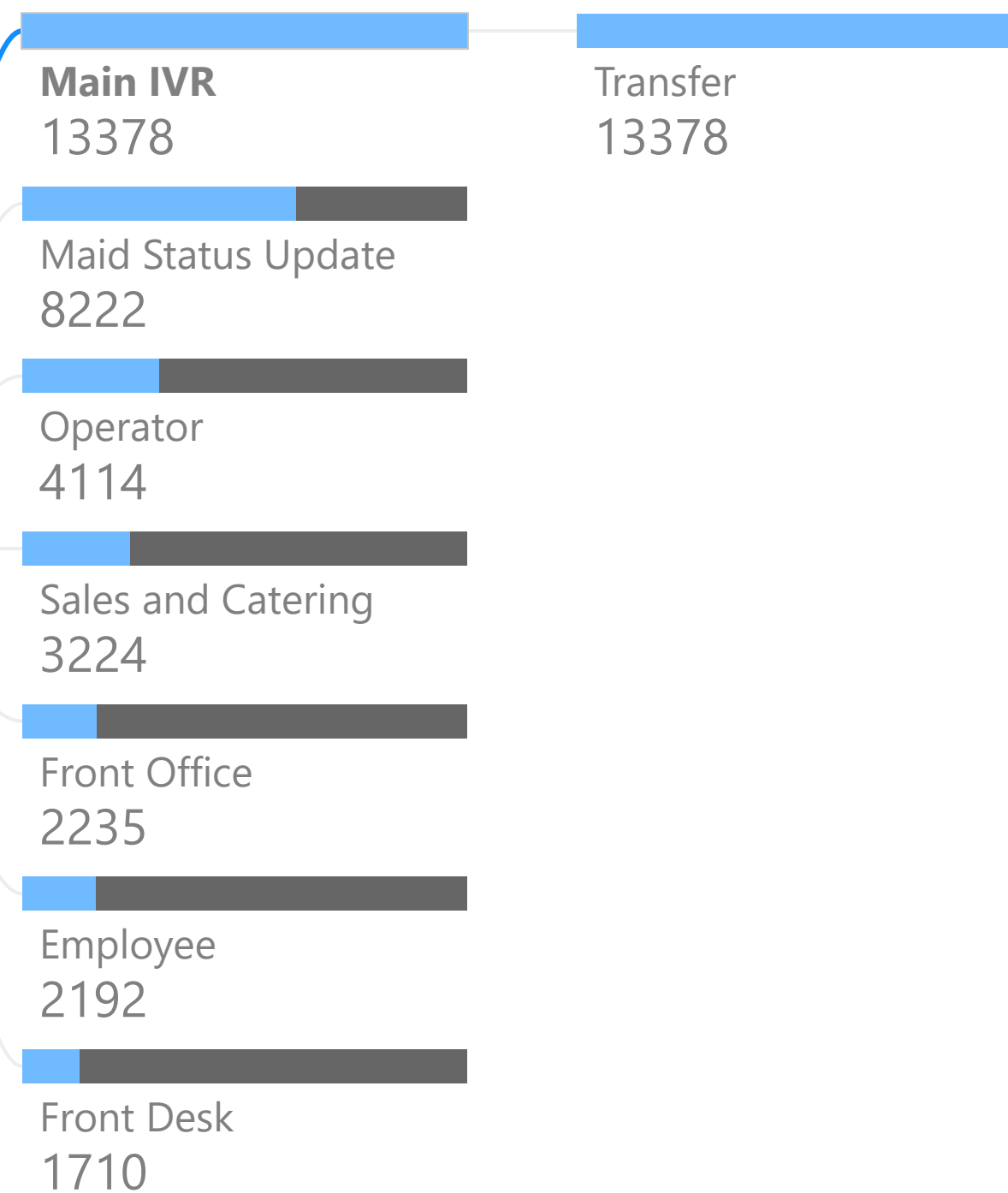
% SUCCESS

100%

### POTENTIAL AI SOLUTION

DEPARTMENT x What Happens x

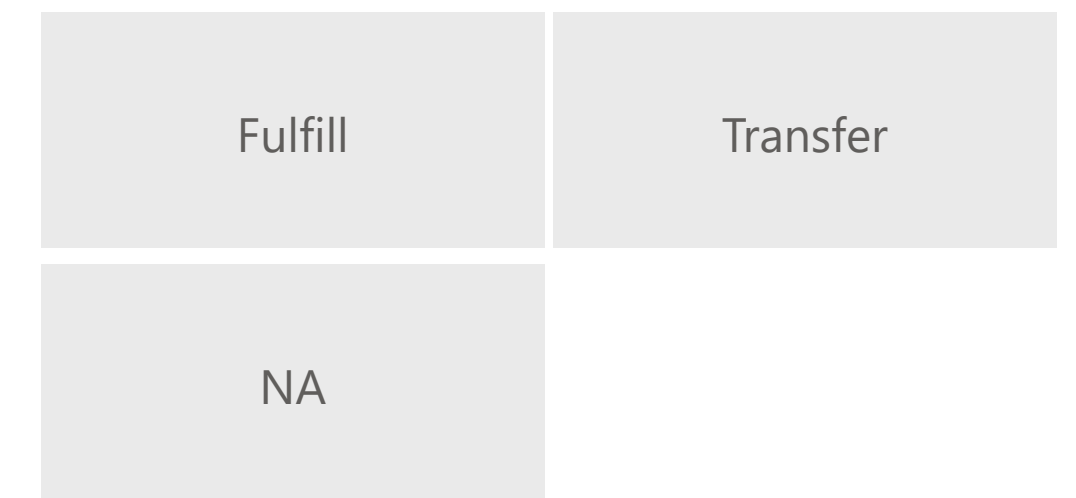
Main IVR



CALLS PROCESSED  
41639

Department COUNT % OF VOLUME

Department	COUNT	% OF VOLUME
Main IVR	13378	32.11%
Maid Status Update	8222	19.73%
Operator	4114	9.87%
Sales and Catering	3224	7.74%
Front Office	2235	5.36%
Employee	2192	5.26%
Front Desk	1710	4.10%
Guest Phone	1548	3.72%
Voice Portals	1258	3.02%
Main Line	699	1.68%
Restaurant	518	1.24%
Guest Services	487	1.17%
Housekeeping	366	0.88%
Security	363	0.87%
Central Reservations	349	0.84%
Pantry/Market	206	0.49%
House Phone	161	0.39%
FAX	114	0.27%
Emergency	97	0.23%
Room Service	80	0.19%
Human Resources	67	0.16%
Accounting	54	0.13%
Valet	36	0.09%
<b>Total</b>	<b>41665</b>	<b>100.00%</b>



PROPOSED MINUTES SPENT, ALL CALLS

6M

PROPOSED MINUTES SPENT, OPERATOR CALLS

379K

## SEARCH RESPONSES

## SEARCH UTTERANCES

TOTAL  
ENGAGEMENTS

32,145

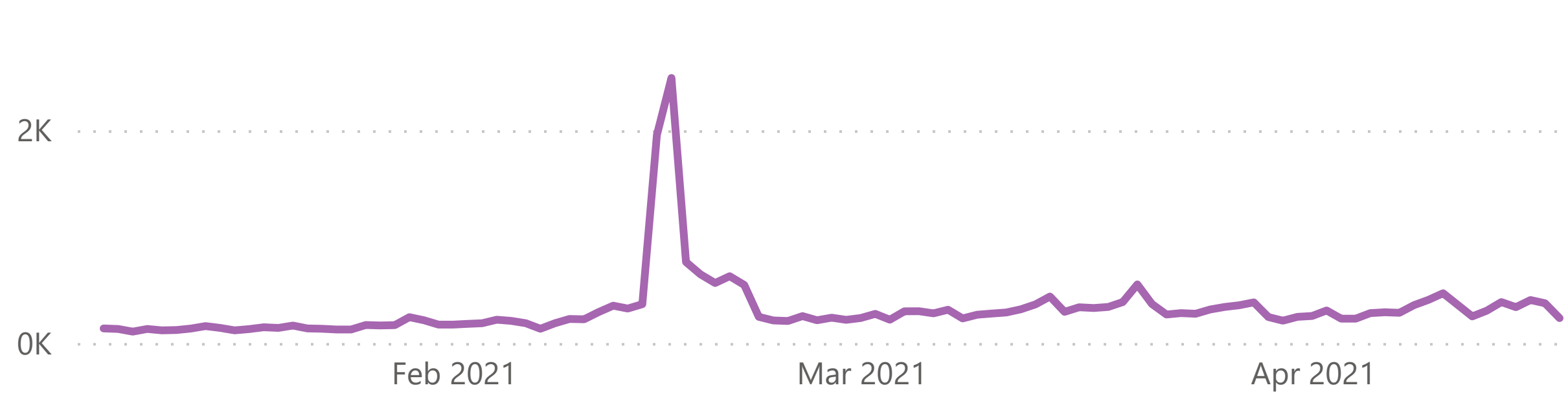
TRAINING REQ'D

806

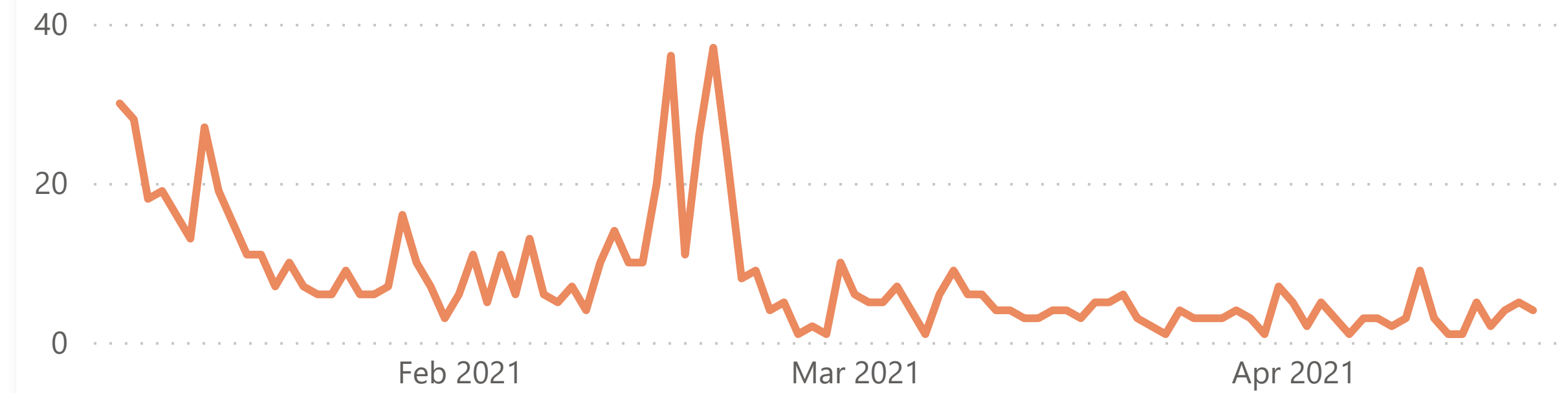
USE THIS TO INTERACT WITH CALLER UTTERANCES, UNDERSTAND WHAT CALLERS SAY AND FIND CALL RECORDS.

THIS TOOL ALLOWS A USER TO MANAGE AND TRAIN THE WAY THAT AIVA RESPONDS OVER TIME.

ALL INTERACTIONS



TRAINING REQUIRED INTERACTIONS



UNTRAINED UTTERANCES

WHAT IS SAID	COUNT	% OF VOLUME	TRAINING REQ'D
Vowels	93	11.54%	93
Howels	28	3.47%	28
need the car for room	28	3.47%	28
can you bring my car around	16	1.99%	16
I need drying	16	1.99%	16
Ring me	16	1.99%	16
I want to get an uber	15	1.86%	15
serve my broom	15	1.86%	15
I left something in my car	13	1.61%	13
I need to cancel my reservation	13	1.61%	13
I need my car	12	1.49%	12
<b>Total</b>	<b>806</b>	<b>100.00%</b>	<b>806</b>

RESPONSES TO UNTRAINED UTTERANCES

AIVA Response	AIVA Match?	Date
Alright. Hold while I connect you.	Training Required	1/15/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/8/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/9/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/14/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/15/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/16/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/21/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/23/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/24/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/27/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	1/29/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	2/1/2021
I'm having trouble understanding. Can you tell me that one more time?	Training Required	2/2/2021

