INBOUND CALLS
HANDLED

42K

MINUTES SPENT ON CALLS

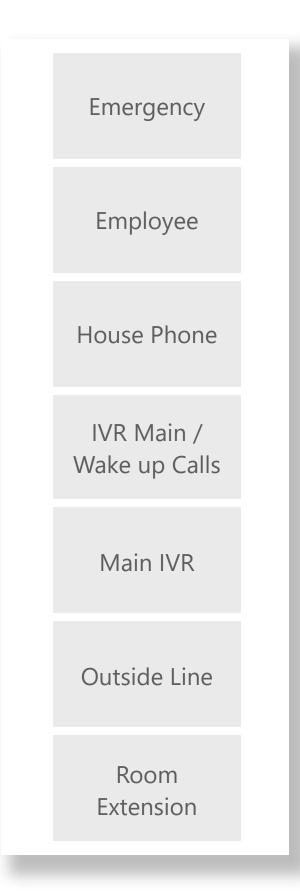
6M

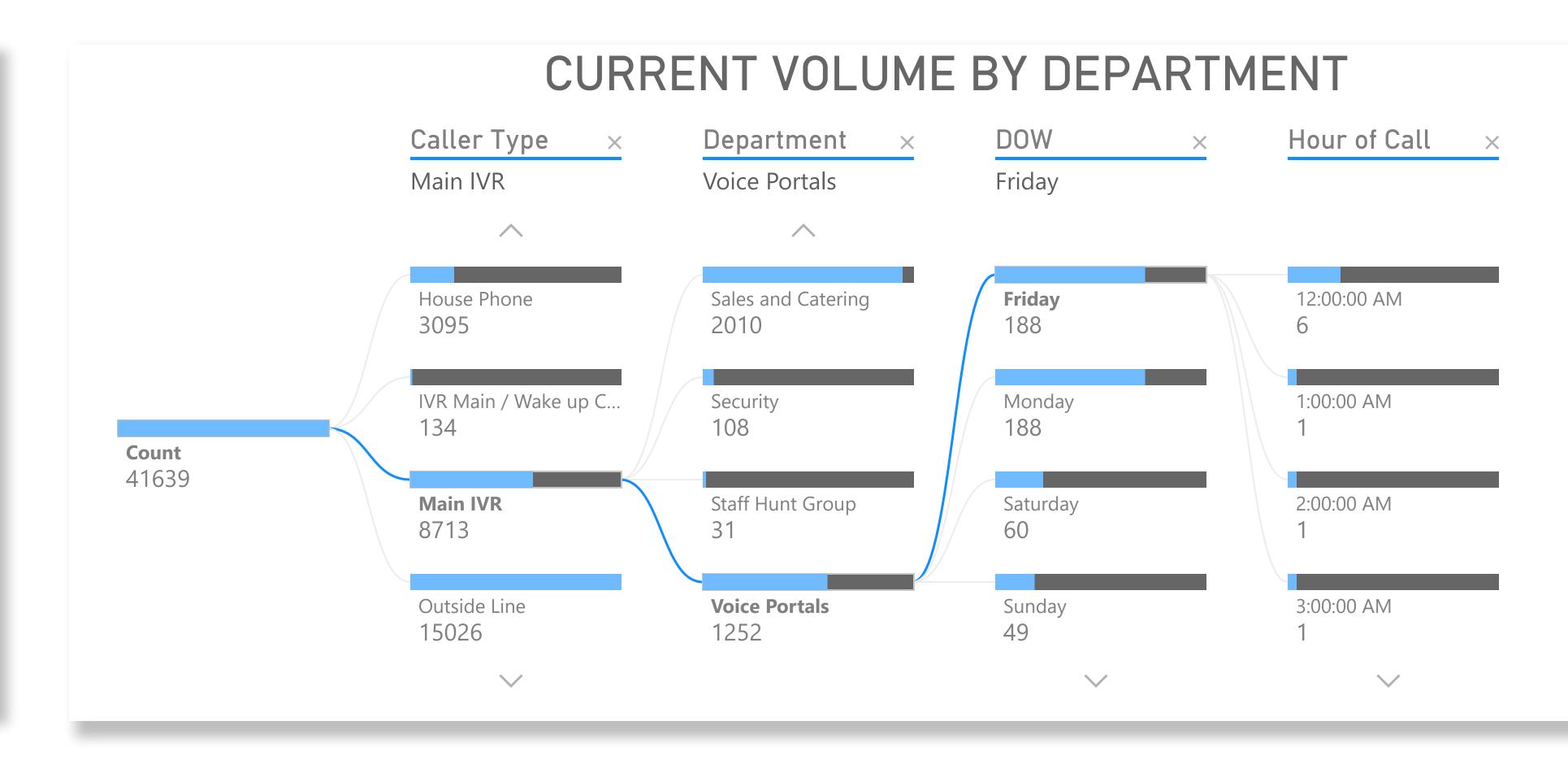
INBOUND CALLS HANDLED

4114

MINUTES SPENT ON CALLS

379K





TOTAL **ENGAGEMENTS**

32,145

TOTAL CALLS OFFSET

31,973

SUCCESSFUL RESPONSES

31,339

TRAINING REQ'D

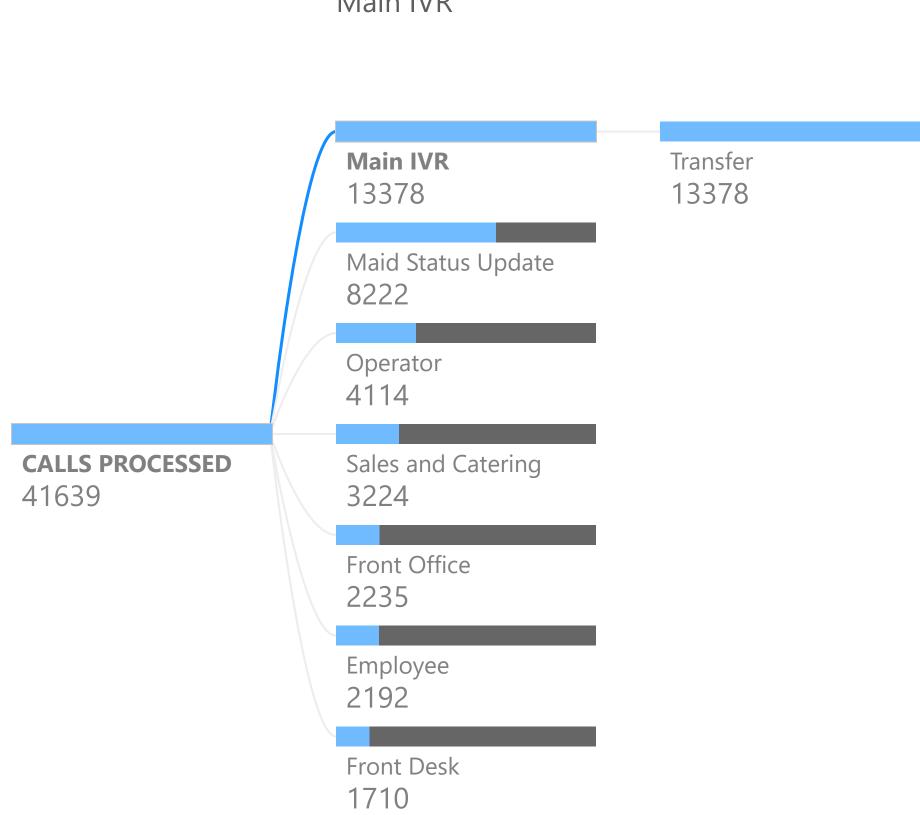
806

% SUCCESS

100%

POTENTIAL AI SOLUTION

DEPARTMENT × What Happens × Main IVR



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%
Total	41665	100.00%

Fulfill	Transfer
NA	

PROPOSED MINUTES SPENT, ALL CALLS

6M

PROPOSED MINUTES SPENT, OPERATOR CALLS

379K

SEARCH RESPONSES

Search

SEARCH UTTERANCES

Search

TOTAL ENGAGEMENTS

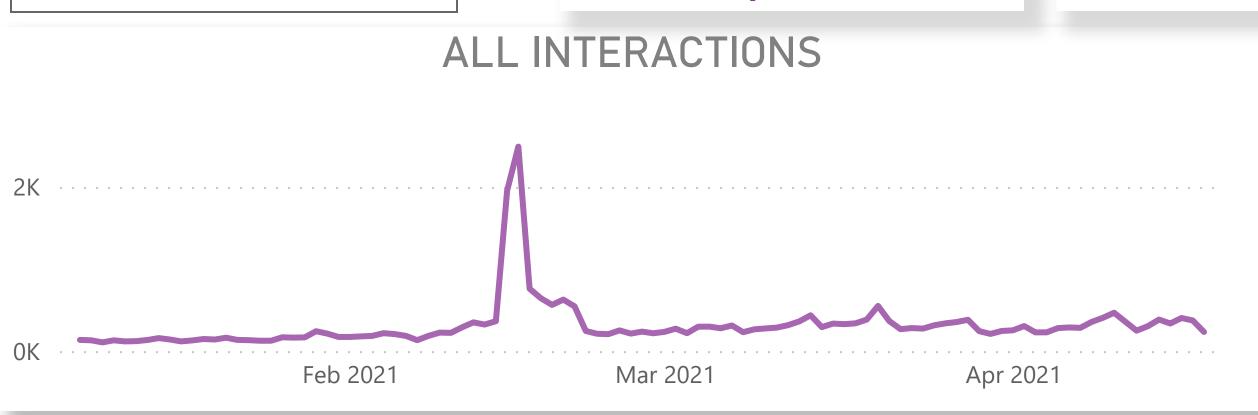
32,145

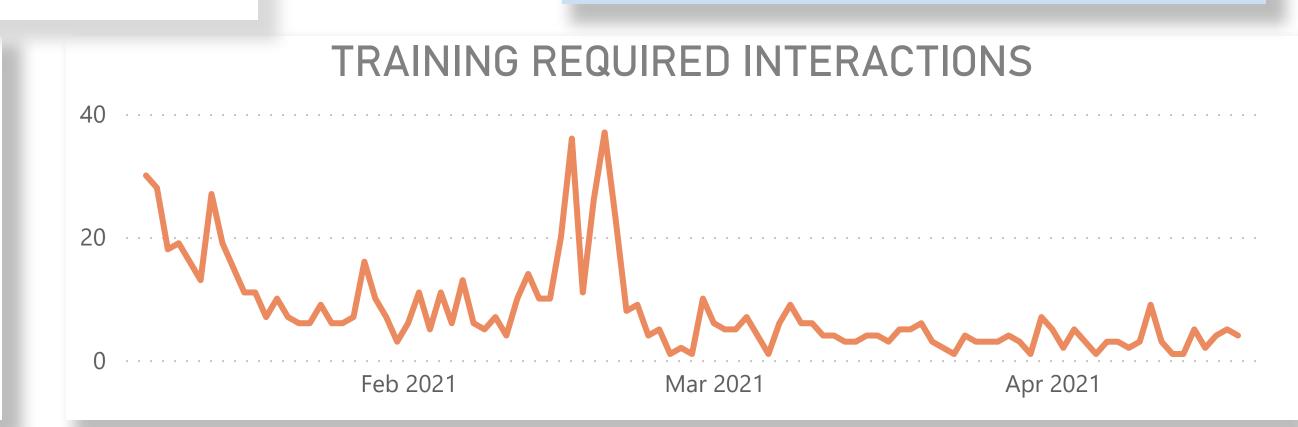
TRAINING REQ'D

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.





UNTRAINED UTTERANCES

RESPONSES TO 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
Total	806	100.00%	806
<			>

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

WHAT AIVA HEARS

HOW AIVA RESPONDS

Total	41665	100.00%
Group space needed	678	1.63%
I need meeting space for an event	692	1.66%
I need to book for a group	737	1.77%
I need Human Resources	960	2.30%
I need the valet	1102	2.64%
Internal Call	1178	2.83%
Talk with the front desk	1508	3.62%
Transfer over to the help desk	1563	3.75%
Maid Status Update	8221	19.73%
WHAT IS SAID	COUNT	% OF VOLUME ▼

AIVA Response	COUNT	% OF VOLUME
Alright. Hold while I connect you.	7053	21.94%
I'm connecting you now. Have a great day!	6532	20.32%
Please hold while I make the transfer	5859	18.23%
No problem. Hold on the line while I transfer you.	2835	8.82%
Allow me a moment to transfer you to our sales team. Please stay on the line.	2434	7.57%
I'll have someone bring you fresh towels as soon as possible. How else can I help?	1206	3.75%
I've requested this for you. How else can I help?	674	2.10%
Total	32145	100.00%

WHAT CALLERS SAY TO AIVA



HOW AIVA RESPONDS

