

Interaction Flow – Example

Tasks: GENERATE ITINERARY ADJUSTMENT OPTIONS DURING TRAVEL DISRUPTIONS.

Trigger	Steps	Tools & Data	Moment(s) of Success
<p>What situation triggers the interaction with the super-specialist or its use and how is the interaction initiated?</p> <p>A CUSTOMER CALLS ALEX REPORTING A FLIGHT CANCELLATION AND REQUESTING REBOOKING OPTIONS. ALEX INITIATES THE INTERACTION WITH THE SPECIALIST BY OPENING THE TRAVEL AGENCY'S INTERNAL CHAT INTERFACE.</p>	<p>What does the user do or say? / What does the super-specialist do or say? Indicate whether it's a human or a super-specialist step.</p>	<p>What data / systems does the super-specialist need to access in this step?</p>	<p>What does the successful task completion look like? What does the user achieve with the specialist's help?</p>
	<p>STEP # 1</p> <p>INPUTS THE FLIGHT CANCELLATION DETAILS (FLIGHT NUMBER, DATE, AND CUSTOMER PREFERENCES) INTO THE SUPER-SPECIALIST INTERFACE.</p>	<p>FLIGHT CANCELLATION DETAILS. CUSTOMER PREFERENCES (E.G., PREFERRED AIRLINES, TIMEFRAMES, SEAT CLASS).</p>	<p>ALEX PROVIDES THE CUSTOMER WITH TWO OR THREE VIABLE REBOOKING OPTIONS WITHIN MINUTES, MAINTAINING THE CUSTOMER'S SATISFACTION AND TRUST.</p>
	<p>STEP # 2</p> <p>QUERIES AIRLINE DATABASES TO FIND AVAILABLE FLIGHTS MATCHING THE CRITERIA.</p>	<p>AIRLINE BOOKING SYSTEMS AND REAL-TIME AVAILABILITY DATABASES.</p>	<p>THE CUSTOMER RECEIVES A CONFIRMATION WITHIN MINUTES WITH THE UPDATED BOOKING.</p>
	<p>STEP # 3</p> <p>PROVIDES 2-3 FLIGHT OPTIONS BASED ON CUSTOMER PREFERENCES AND SYSTEM AVAILABILITY.</p>	<p>RULES FOR REBOOKING (E.G., AIRLINE POLICIES ON REBOOKING FEES).</p>	
	<p>STEP # 4</p> <p>ALEX EVALUATES THE OPTIONS PROVIDED, ENSURING THEY ALIGN WITH THE CUSTOMER'S NEEDS.</p>	<p>CUSTOMER'S TRAVEL HISTORY AND PREFERENCES FROM CRM.</p>	
	<p>STEP # 5</p> <p>SHARES THE OPTIONS WITH THE CUSTOMER AND CONFIRMS THEIR CHOICE.</p>		
<p>STEP # 6</p> <p>EXECUTES THE SELECTED REBOOKING, SENDS A CONFIRMATION EMAIL TO THE CUSTOMER, AND UPDATES THE BOOKING SYSTEM.</p>	<p>AIRLINE SYSTEMS FOR BOOKING EXECUTION. EMAIL TEMPLATES FOR REBOOKING CONFIRMATIONS.</p>		
<p>STEP #</p>			
<p>STEP #</p>			
<p>STEP #</p>			

Possible super-specialist actions:

Analyze information, Retrieve knowledge, Generate creative output, Provide guidance proactively, Predict outcomes, Perform calculations, Execute / evaluate code, Interact with systems

Possible human actions:

Give instructions, Review results, Make a decision, Interact with another person / system