Task Flow – Example

Task(s): GENERATE ITINERARY ADJUSTMENT OPTIONS DURING TRAVEL DISRUPTIONS.

Trigger
What situation triggers the interaction with the super-specialist or its use and how is the interaction initiated?

A CUSTOMER REQUESTS AN URGENT FLIGHT REBOOKING VIA THE ONLINE CHAT INTERFACE OF THE TRAVEL AGENCY CUSTOMER SERVICE WEBSITE

Steps
How should the super-specialist carry out the task? What does it need to decide and in which order? When is human input or action needed?

Tools & Data
What data / systems does the super-specialist need at each step?

Moment(s) of Success
What does the successful task completion look like?

THE CUSTOMER RECEIVES A CONFIRMED REBOOKING WITHIN MINUTES WITH ALL NECESSARY DETAILS, ENSURING A SMOOTH CONTINUATION OF THEIR TRAVEL PLANS.

STEP #	Steps	Tools & Data
1	ANALYZE THE REQUEST TO IDENTIFY TYPE, REASONS FOR MODIFICATION AND URGENCY AND ASK THE CUSTOMER ADDITIONAL QUESTIONS IF NEEDED	FLIGHT DETAILS (NUMBER, TRAVEL DATE), REASON FOR CANCELLATION, CUSTOMER PREFERENCES FROM CUSTOMER HISTORY
2	MARK IT AS HIGH PRIORITY BASED ON SENTIMENT, AND TIME SENSITIVITY.	DEPARTURE TIME AND CUSTOMER SENTIMENT
3	LOOK FOR FITTING ALTERNATIVS BY ANALYZING FLIGHT AVAILABILITY, CUSTOMER INFORMATION, POLICIES AND TRAVEL RESTRICTIONS	REAL-TIME FLIGHT AVAILABILITY, AIRLINE POLICIES, CUSTOMER PREFERENCES, TRAVEL CONDITIONS.
4	EVALUATE AND RANK POTENTIAL SOLUTIONS BASED ON REAL-TIME AVAILABILITY, CUSTOMER PREFERENCES, COST, AND TRAVEL CONSTRAINTS	COSTS DIFFERNCES
5	IF NO SUITABLE FLIGHTS EXIST, ESCALATE TO A HUMAN AGENT AND PROVIDE ALL FOUND INFORMATION AND CUSTOMER REQUEST INFORMATION	RANKED LIST OF SUITABLE REBOOKING OPTIONS, CUSTOMER HISTORY (PREVIOUS ESCALATIONS, SPECIAL REQUIREMENTS)
6	PRESENT TOP 2-3 OPTIONS TO THE CUSTOMER IN A STRUCTURED FORMAT, HIGHLIGHTING ANY ADDITIONAL COSTS. KEEP THE HUMAN AGENT INFORMED AND ASK CUSTOMER FOR CONFIRMATION	TOP SUITABLE OPTIONS, PRICING AND FARE CONDITIONS, CHANGE FEES OR PENALTIES, IMPACT ON THE REST OF THE TRIP
7	UPON CUSTOMER SELECTION, PROCESS THE REBOOKING AND CANCELLATION REQUEST AND UPDATE CONNECTED TRAVEL SERVICES (E.G., HOTEL BOOKINGS, AIRPORT TRANSFERS).	RE-BOOKING SPECIALIST, BOOKING SYSTEM
8	UPDATE ITINERARY AND E-TICKET AND SEND IT TO CUSTOMER ACCORDING TO PREFERENCES INCLUDING ANY ADDITIONAL INSTRUCTIONS	RE-BOOKING SPECIALIST, CUSTOMER COMMUNICATION PREFERENCES, BOOKING SYSTEM
9	ASK IF THE CUSTOMER NEEDS FURTHER SUPPORT AND ROUTES REQUESTS FOR ADDITIONAL SERVICES IF NEEDED	CUSTOMER FEEDBACK ON RESOLUTION SATISFACTION, ADDITIONAL SERVICE NEEDS (HOTEL, CAR RENTAL)

Possible super-specialist actions:
Retrieve or analyze information, Interact with humans or subagents, Generate proposals, Perform calculations, Execute / evaluate code, Interact with other systems or automated processes

Possible human actions:
Give instructions, Review results, Make a decision, Interact with another person / system