

Your Story

Step 1) Identify a story for agents to master.

Question: You are the CSS when an AV triggered call is received. It is an unsecured cabin state situation, and you discover that there are four occupants in the vehicle that has been hailed by passenger Jordan. You follow protocol to have Jordan remedy the problem, but they do not want to exit and the situation quickly escalates. How do you handle this situation?

Step 2) Populate Customer Profile below with pertinent information for your agents to successfully complete the story simulation.

A)	
Rider Name	Jordan
AV Name	Biscuit
Call Initiator	AV-Triggered - Unsecured Cabin State
Your Goal in the Scenario	To educate the passenger on Cruise rules, to aim to resolve the situation, to deescalate the situation when it escalates, and to ensure that all passengers exit the vehicle.

Step 3) Populate Story Template below.

Populate the Story Template below with a typical agent & customer conversation for your story. Use agent soft skills and best & required practices from the call or chat opening to close. Don't worry, your agents will not have scripting anywhere in your AI Coach platform! The Story Template provides your AI Coach your story framework prior to SME Utterance Proofing.

Story Title: Unsecured Cabin State / Escalation			
A) Conversation Flow Steps	B) CSS Response using Best & Required Practices	C) CSS Response using Best & Required Practices	D) Narrator Prompt
Step 1: Introduce yourself and instill confidence. Provide your name and your connection with Cruise. Confirm the name of the customer.	Hi. This is (agent name) with Cruise Customer Support. Am I speaking with Jordan?	Umm... yeah, why?	
Step 1: Introduction and instill confidence. Confirm the AV name.	Hi Jordan. I'm checking in and just want to confirm that you are riding in Biscuit tonight.	Yeah we are. But are you calling for a reason cause we're kind of in the middle of a conversation here?	
Step 2: Be Transparent with the Rider. Clearly communicate. Be transparent. Communicate your actions.	Thank you, Jordan. We received a notification that the trip was interrupted. This can be caused by the seatbelts not being fastened. Can you confirm that everyone is wearing their seatbelt?	There's nothing wrong. We're fine.	<i>Pause Simulation: What would be your next step in assessing the situation?</i>

<p>Step 2: Be Transparent with the Rider.</p> <p>Clearly communicate. Be transparent. Communicate your actions.</p>	<p>Thank you, Casey. It appears that the issue did not resolve. I'm going to access the interior camera to make sure everything is secured. I'm putting on the camera now.</p>	<p>Whatever you gotta do...</p>	
<p>Step 3: Detect what violation has occurred.</p> <p>Investigate the situation by using the following applicable method: -In-cabin streaming or external cameras -Reports from RA/IE -Inbound reports from other riders or third parties</p>	<p><i>I would access the interior cameras to see what event was transpiring.</i></p>		<p><i>That's correct. When you access the camera, you see that there are four passengers inside the AV. This violates Cruise's rule of the three passenger maximum. How do you handle this situation? Let's continue the simulation. You are now connected to Jordan again. Continue simulation.</i></p>
<p>Step 4: Educate passengers with a verbal message.</p> <p>Inform the customer that your camera shows there are too many passengers in the AV. Educate the customer on Cruise regulations.</p>	<p>Ok, Jordan. I see that you have more than 3 people in the AV, which is a violation of the Cruise Community Rules. The additional rider will need to exit now in order for your ride to proceed.</p>	<p>(Note: passenger's voice is angry). You're kidding, right? That's going to make someone late for our dinner. I'm really not happy.</p>	
<p>Show empathy. Clearly communicate with the customer.</p>	<p>I understand why you may feel that way, but this rule is for the safety of both our passengers and our vehicles.</p>	<p>I can't believe this.</p>	<p><i>Pause simulation: You need to safely maneuver the car to the curb so a passenger can exit. Inform the passenger. You are now talking with Jordan again.</i></p>
<p>Step 5: Collaborate with peers.</p> <p>Inform the passenger of the next steps to be taken. Collaborate with your IE.</p>	<p>Ok, I'm going to need to collaborate with my peer to safely move your vehicle to the curb. That way, one or more of your passengers can exit the vehicle. I'll be putting you on mute while I do this, but I can still hear you. So please feel free to speak if you have any questions.</p>	<p>This is ridiculous. I hope you heard that!</p>	<p><i>Pause simulation: What are you going to do next to allow the passenger(s) to exit the vehicle?</i></p>
<p>Step 5: Collaborate with peers.</p> <p>Inform the passenger of the next steps to be taken. Collaborate with your IE.</p>	<p><i>I would speak with my IE to have them maneuver the vehicle safely to the curb.</i></p>		<p><i>Your IE has now safely maneuvered the AV to the curb. You are back speaking with Jordan. Continue simulation.</i></p>

<p>Step 6: Advise of next steps.</p> <p>Inform your passenger it is now safe for a passenger to exit the car.</p> <p>Advise them you will monitor this through the inside camera.</p>	<p>Ok, Jordan. We are now safely at the curb. One or more of your passengers can now exit the car. I will continue to monitor the interior of the cabin with the internal camera.</p>	<p>What a waste of time. Cruise sucks.</p>	<p><i>Pause simulation: You notice that no one is exiting the vehicle. Before resuming the simulation, state how you would handle the situation now.</i></p>
<p>Step 7: Follow protocol of escalating situation.</p>	<p><i>I would wait three minutes. Then I would issue the same warning, this time omitting my name.</i></p>		<p><i>OK, three minutes have elapsed. Resume simulation and talk to your passenger.</i></p>
<p>Step 7: Follow protocol of escalating situation.</p> <p>Repeat warning. Omit your name. Educate passengers of potential ban.</p>	<p>Your actions are in violation of our Terms of Service. Failure to comply with our instructions may result in permanent removal of your riding privileges. Can you please exit the vehicle at this time?</p>		<p><i>Pause simulation: Now what would you do?</i></p>
<p>Step 7: Follow protocol of escalating situation.</p>	<p><i>I would wait another minute.</i></p>		<p><i>That's correct. Now another three minutes have elapsed and no one has exited the vehicle. How do you handle this situation?</i></p>
<p>Step 7: Follow protocol of escalating situation.</p>	<p>Hi Jordan, at this time I have dispatched our field support team, who will be recovering the vehicle. This trip will not be able to continue, and I will need to advise you to exit at this time. I will stay on the line until they arrive and recover the vehicle.</p>		
<p>Step 7: Follow protocol of escalating situation.</p> <p>Hand-off situation to appropriate colleagues.</p>	<p><i>I would dispatch SET & FSR. IE would fail the AV. I would escalate to a CS lead by filling out the appropriate form: CS Escalation Report.</i></p>		<p><i>That's correct and end of simulation.</i></p>

Pro Tip: Ensure your Story Outline is approved by Ops, QA, and Compliance before sending to Zenarate.