

Your Story

Step 1) Identify a story for agents to master.

Situation:

A Cruise passenger has arrived at their destination, but has not exited the vehicle after some time elapses. When you reach out to them, they initially do not respond.

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

A)	
Employee's Name	Harper
Role	Customer Service Specialist
Steps in Scenario:	Investigate Reason for No Response. Act Urgently. Attempt to Wake Up Passenger. Exhaust All Possibilities. If Not Successful within 90 Seconds, Escalate.

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: Unresponsive Passenger / Escalation Not Necessary

(Because there is no passenger response for most of this scenario, a narrator has been used for purposes of furthering the scenario).

	C) CSS Response using Best & Required Practices	D) Common Passenger Response	E) OnStar Operator
		<i>Narrator: Wyatt Auber, a Cruise passenger, entered our AV some time ago and has finally arrived at their destination. Wyatt has not exited the car and some time has elapsed.</i>	
Introduction.	Hi Wyatt. I'm Harper with Cruise Support. I see you have reached your destination but have not yet exited the vehicle. You will need to do that to complete your ride.	<i>Narrator: Fifteen seconds have elapsed and there is no response.</i>	

<p>First Attempt:</p> <ul style="list-style-type: none"> •Always address passenger using first name to get attention. 	<p>Hello?... Wyatt, are you there?... I'm not hearing a response and I want to make certain you are okay.</p>	<p><i>Narrator: Another fifteen seconds elapse with no response. You currently do not have a visual of the passenger. You also now need to consider a more effective way of getting a response.</i></p>	
<p>Second Attempt:</p> <ul style="list-style-type: none"> •Act Urgently. •Speak in louder tone. •Monitor cameras to watch for signs of distress. •Blow Car Horn using HALO. 	<p><i>(Louder)</i> HARPER! Are you there? I am accessing the interior cameras and can see that you are in the vehicle. I will use the car horn now to attempt to wake you up. <i>(CSS monitors interior cameras and honks horn twice using the "honk" button in HALO).</i></p>	<p><i>Narrator: These measures haven't been effective and time is of essence. What other methods are at your disposal to rouse the passenger?</i></p>	
<p>Third Attempt:</p> <ul style="list-style-type: none"> •Reach out to passenger using their personal cell phone. •Activate interior lights. 	<p>Harper, I am calling you on your personal cell phone now. I am also turning the interior lights on, Harper. Harper, do you hear me? <i>(CSS attempts to reach passenger on his personal cell phone using Cruise RTT phone. CSS turns on interior lights using HALO).</i></p>	<p>Passenger: Oh woah! I am so sorry. I must have fallen asleep. Wow, I'm so embarrassed. I'm really sorry!</p>	
<p>Reassure the Passenger.</p>	<p>Please don't feel that way, Harper. It happens! I'm just happy to know that you are ok!</p>	<p>Thanks! Yes, I'm fine. Just a long day and I guess I was more tired than I thought.</p>	
<p>Conclude Conversation with Passenger. Use Signature Sign-Off.</p>	<p>I understand. So after exiting the vehicle, relax and enjoy the rest of your night. If you need help with anything else, please don't hesitate to call us back. Thank you for being a valued Cruise rider.</p>		
<p>End simulation.</p>			

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