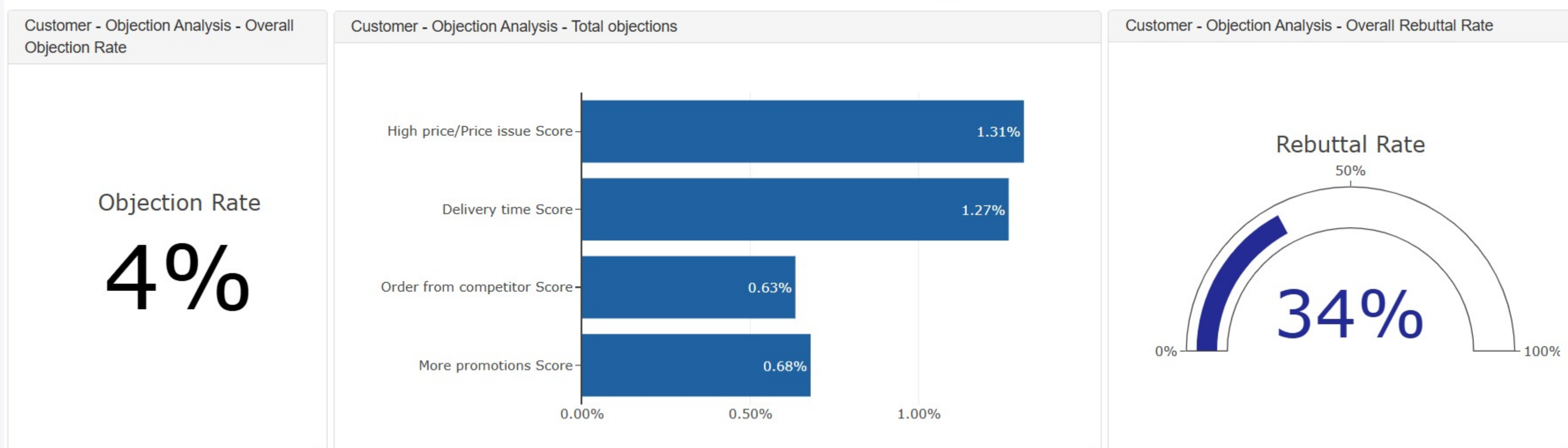
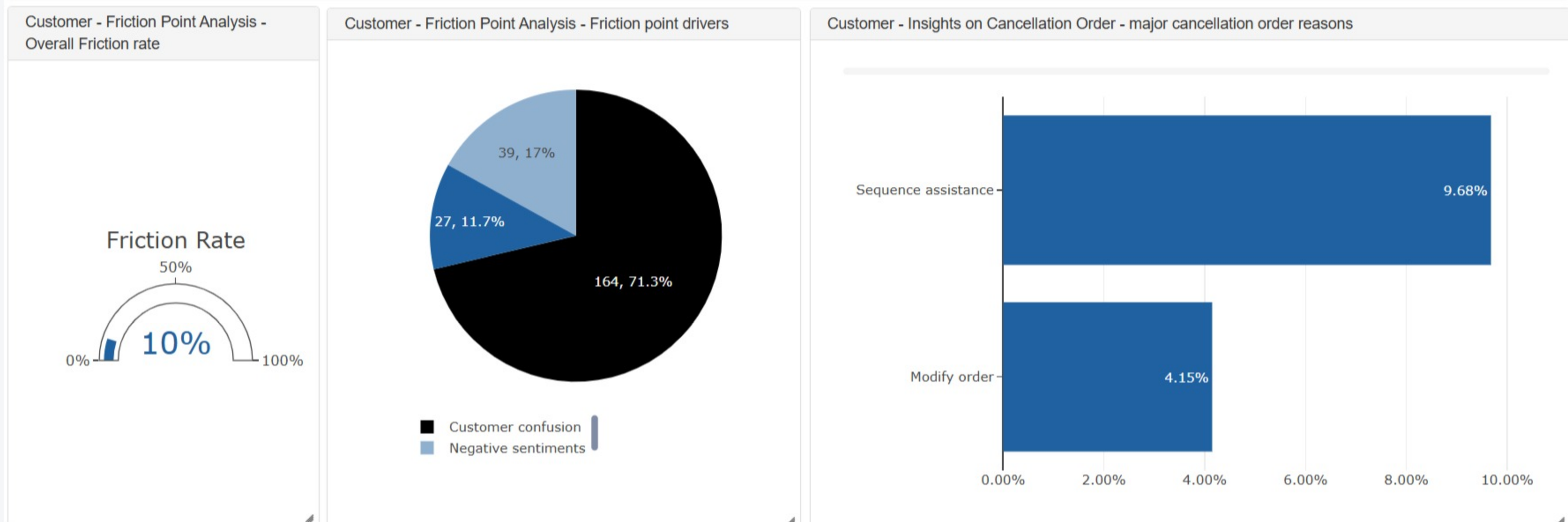
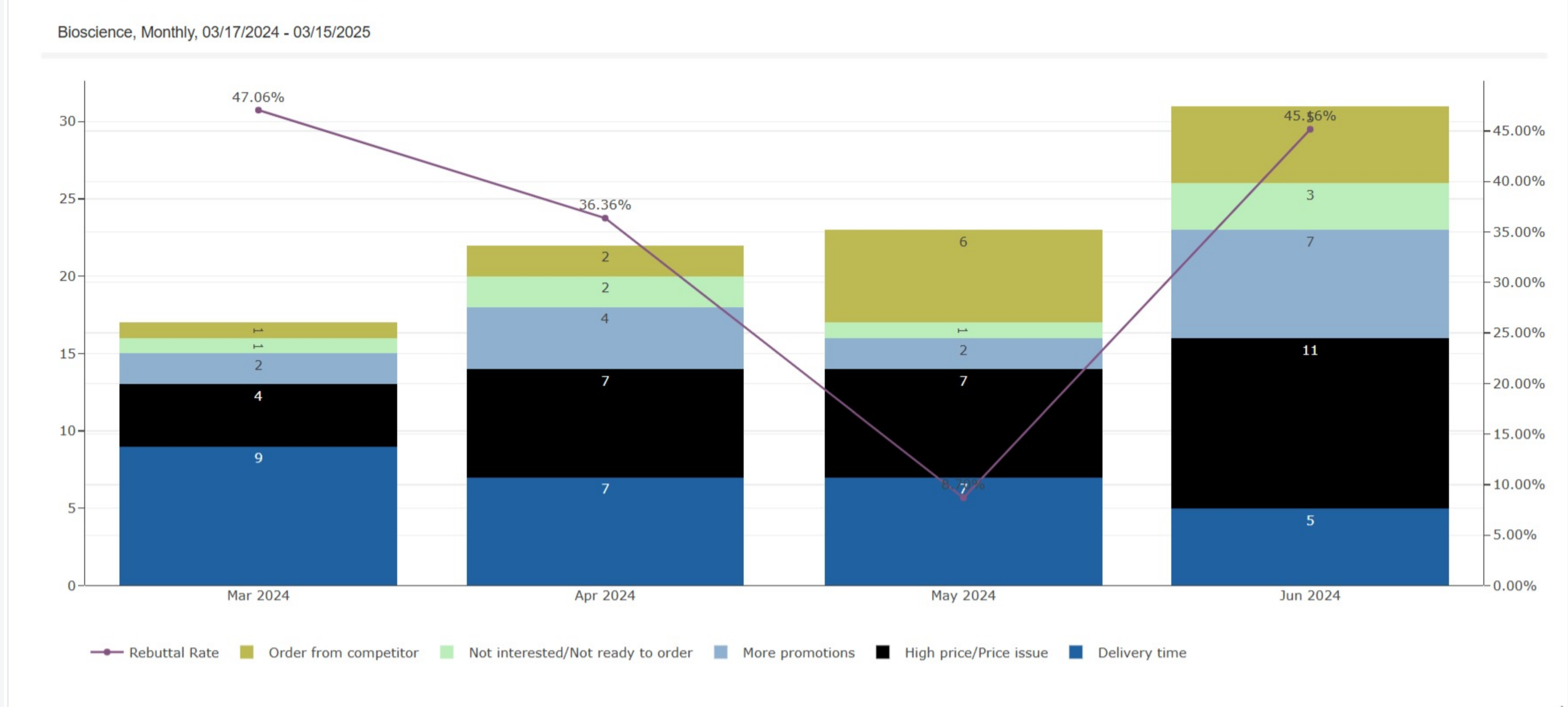


## QEval Analytics

Bioscience - Customer Analysis - Dashboard▼



Customer - Objection Analysis -Total customer objections with their rebuttal rate



## Customer Journey Map – Customer Service Interactions Stage 1

Bioscience, 03/17/2024 - 03/15/2025

Detail

Showing 1 to 3 of 13 entries

Chat reasons	Awareness Concern	Consideration Customer requirement/exploration	Consideration Offered solution	Decision/ conclusion Resolution
Unable to locate the order	<ul style="list-style-type: none"> <li>Unable to locate the order details</li> </ul>	<ul style="list-style-type: none"> <li>Wants an update on the order</li> <li>Customer wants to know when order will ship</li> <li>Customer wants to know if order is placed</li> </ul>	<ul style="list-style-type: none"> <li>Offered customer to place order</li> <li>Order was stuck; checked internally and updated the customer to replace the order</li> <li>Order was not placed</li> </ul>	<ul style="list-style-type: none"> <li>Agents helping customers placing their orders</li> </ul>
Order status	<ul style="list-style-type: none"> <li>Wants update on order</li> <li>Wanted shipping details</li> <li>Want to know order status</li> <li>Want assistance with order status</li> </ul>	<ul style="list-style-type: none"> <li>Customer wants to know order status</li> <li>Wants to know what's going on</li> <li>Customer wants to know the shipping date</li> <li>Customer wants to know when order will ship</li> <li>Wants update regarding order</li> </ul>	<ul style="list-style-type: none"> <li>Order in production</li> <li>Item is packed and it will ship</li> <li>Order is shipped</li> </ul>	<ul style="list-style-type: none"> <li>Order is in production and ready for shipping within a week</li> <li>Order is packed</li> <li>Order shipped</li> </ul>

## Customer Journey Map – Customer Service Interactions Stage 2

Bioscience, 03/17/2024 - 03/15/2025				
<a href="#">Detail</a>				
Showing 1 to 1 of 1 entries				
Chat reasons	Awareness Concern	Consideration Customer requirement/exploration	Consideration Offered solution	Decision/ conclusion Resolution
Customer goals	• No goals; sharing the initial query	• Find the best solution; update on the primary/secondary concerns	NA	• Resolution provided; status of the order or shipment details of the order

## Customer Journey Map – Customer Service Interactions Stage 3

Bioscience, 03/17/2024 - 03/15/2025				
<a href="#">Detail</a>				
Showing 1 to 1 of 1 entries				
Chat reasons	Awareness Concern	Consideration Customer requirement/exploration	Consideration Offered solution	Decision/ conclusion Resolution
Experience/Emotions	Negative & Neutral	Neutral	Neutral	Positive

## Customer Journey Map – Sales related interactions Stage 1

Bioscience, 03/17/2024 - 03/15/2025

Detail

Showing 1 to 3 of 10 entries

Chat reasons	Awareness Query	Consideration Comparison/customer requirement	Consideration Evaluation/alternatives/Production	Decision/ conclusion Quote & Customer objections
Product availability	<ul style="list-style-type: none"> <li>Use clonal gene service</li> <li>Use custom vector onboarding service using their own vector</li> <li>Availability of Adenoviral vectors</li> </ul>	<ul style="list-style-type: none"> <li>Customer not sure how to PCR amplify gene fragment after receiving order</li> <li>How custom vector onboarding services works</li> <li>Clone gene into adenoviral vector</li> </ul>	<ul style="list-style-type: none"> <li>Customer wanted to know if they use clonal gene</li> <li>Adenoviral vectors not available, wanted to clone gene into it</li> </ul>	<ul style="list-style-type: none"> <li>Wanted to know the cheapest vector option</li> <li>Best price for custom vector onboarding services</li> </ul>
Document request	<ul style="list-style-type: none"> <li>Issue uploading plasmid file for onboarding</li> <li>Looking for sequence verification report</li> <li>Unable to upload sequence file in any format.</li> </ul>	<ul style="list-style-type: none"> <li>Upload plasmid file for custom vector onboard section</li> <li>Looking for sequence as having problem cloning fragments ordered</li> <li>Sequence report for all fragments</li> <li>Not able to upload in CSV or excel or fasta formats</li> </ul>	<ul style="list-style-type: none"> <li>Upload plasmid file for successful onboarding</li> <li>Examine results</li> <li>Asked to send the email, so agent can upload the file.</li> <li>Recommended excel templates to upload</li> </ul>	<ul style="list-style-type: none"> <li>Cloning and sequencing cost</li> </ul>

## Customer Journey Map Sales related interactions Stage 2

Bioscience, 03/17/2024 - 03/15/2025				
<a href="#">Detail</a>				
Showing 1 to 1 of 1 entries				
Chat reasons	Awareness Query	Consideration Comparison/customer requirement	Consideration Evaluation/alternatives/Production	Decision/ conclusion Quote & Customer objections
Customer goals	• Assistance on the initial query	• Clarity of product with best recommendation to make decision	• NA	• Get the best price with applicable discounts. • I am sure you will be able to place the order successfully

## Customer Journey Map – Sales related interactions Stage 3

Bioscience, 03/17/2024 - 03/18/2025

Detail

Showing 1 to 1 of 1 entries

Chat reasons	Awareness Query	Consideration Comparison/customer requirement	Consideration Evaluation/alternatives/Production	Decision/ conclusion Quote & Customer objections
Experience/Emotions	• Negative & Neutral	• Neutral	• Neutral	• Positive