



The journey of a customer request: from inbox to final action

How Quotabus uses Claude to understand a request, retrieve context, and propose the next steps.

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BUILDING THE DIGITAL INFRASTRUCTURE FOR GROUP TRANSPORTATION (10+ PEOPLE, BOOKING AN ENTIRE BUS)

Quotabus, two sides

B2C / B2B demand

Quotabus Direct

Focus of this presentation

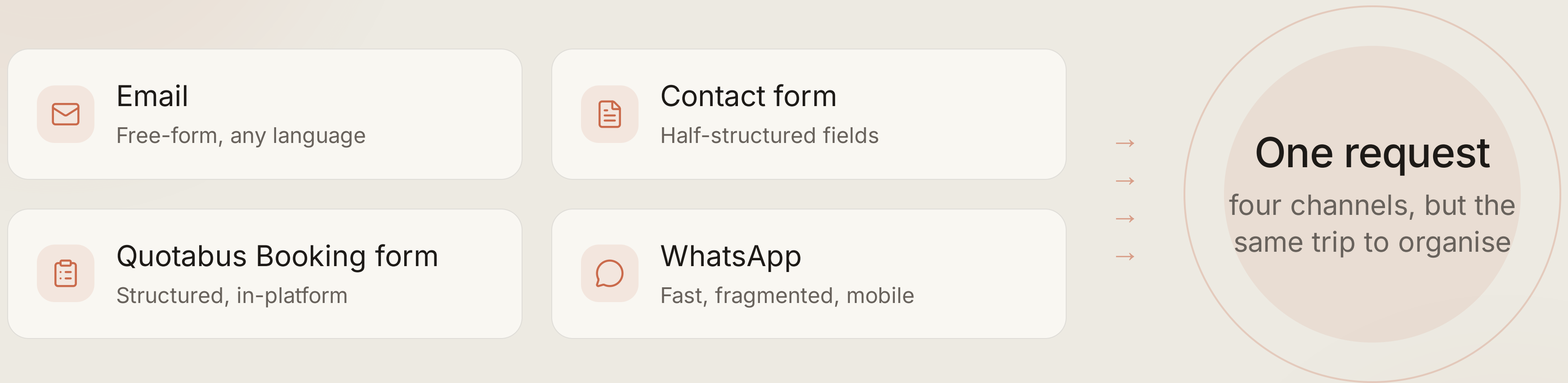
- Customers request and book bus transportation through Quotabus
- We run the journey from request to booking and trip execution

Software

Quotabus SaaS

- Software for bus operators
- Requests, quotations, communication and operations
- Fleet, drivers and the workflows around them

Four communication channels, one customer request



The same customer can write by email, fill the form and then follow up on WhatsApp. Quotabus has to put those pieces back together and handle them as **one request, from inbox to final action**.

The journey of a customer request

Twelve steps, **four phases**, each a loop that ends in one decision.

01

Understand

- Request arrives
- Understand it
- Ask what's missing

qb-itinerary

qb-customer-support

↻ back & forth with the customer

ends with: a complete request



02

Quote

- Build the offer
- Check price & extras
- Answer questions

qb-pricing

qb-ztl

qb-customer-support

↻ back & forth on the offer

ends with: customer accepts



03

Confirm

- We confirm feasibility
- Customer pays

qb-customer-support

↻ card or bank transfer

ends with: paid booking



04

Operate

- Source the buses
- Exchange trip info
- Trip executed

qb-sourcing

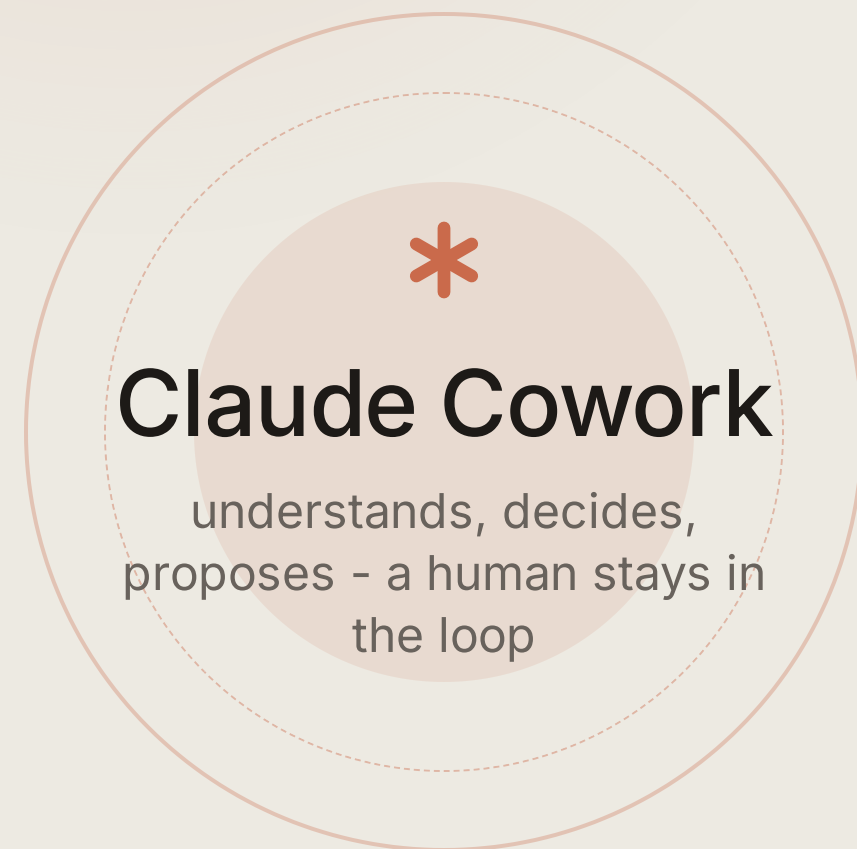
qb-customer-support

↻ back & forth on both sides

ends with: trip done

GIVING CLAUDE THE TOOLS TO ACT

The setup

**Connectors**

Access to information

Outlook and the other connected systems - context instead of guesswork

**Skills**

Quotabus know-how

Process knowledge and task-level instructions: qb-triage, qb-itinerario, qb-ztl, qb-pricing, qb-sourcing, qb-customer-support, qb-qc

**Computer use**

Working without an API

Works inside systems we cannot integrate yet

**MCP · coming soon**

A native Quotabus connection

Working on the Quotabus MCP, so Claude talks to our platform directly

ONE SKILL ORCHESTRATES THE OTHERS

The implementation

All of this runs on Claude Cowork, inside one **Claude project**: shared context and memory, so we never start from scratch.

qb-triage

Reads everything, then decides what to do next

- Collects the context across channels and systems
- Understands the status of each request
- Prioritises the open actions
- Picks the right skill and proposes the next best action



It calls the skill the situation asks for

qb-itinerary
shape the trip

qb-customer-support
write the reply

qb-pricing
analyse prices and margins

qb-ztl
City fees

qb-sourcing
find the buses

qb-qc

Checks the work before I see it

Right output, expected structure

qb-check

A light pass, few times a day

Quick recurring control on the open work

qb-learning

A deeper review, every week or two

What haven't we learned yet, what is missing

What works, what doesn't, and why

Works well

Structured, bounded work

- Small tasks with clear rules
- Information retrieval
- Summarisation and classification

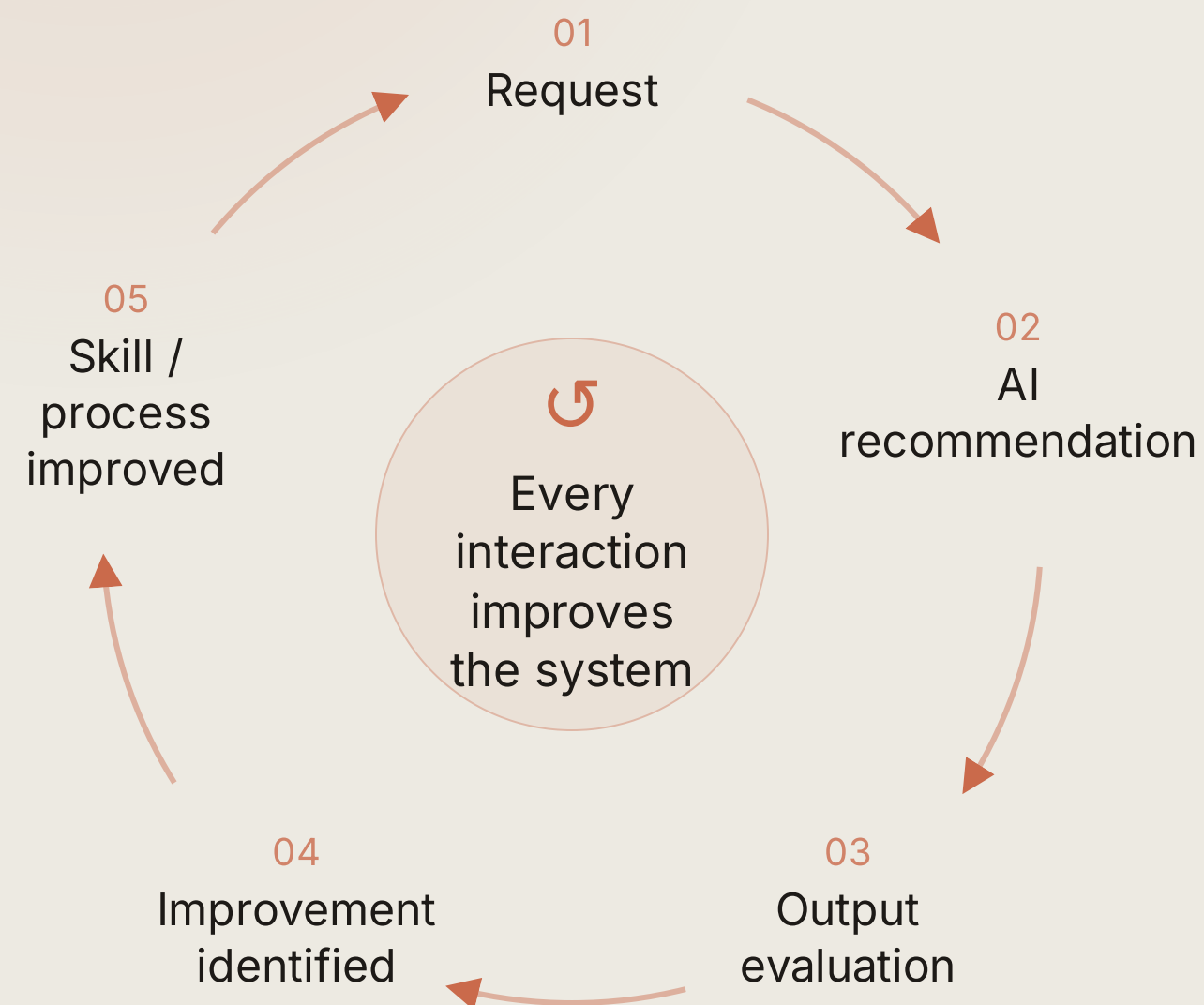
Harder

Ambiguity and consequence

- Missing, contradictory or not fully correct context
- Tasks that are too big or vague
- Complex edge cases
- Actions with high business impact

Context is key. The next step is building the **Quotabus MCP** - not only to give Claude even better context, but also to enable it to execute actions directly, so we can manage even more tasks from Claude.

A process that learns by itself



The consequence

↗ Skills & instructions

Rewritten where the answer was wrong, or from my interactions it identifies what is missing

↗ Context & workflows

Information Claude couldn't reach gets connected, and the order of the steps changes

↗ Guardrails & evals

New stop conditions and acceptance criteria

When something goes wrong we don't just correct that one case - we change the instructions behind it, so the same mistake doesn't come back. Over time Claude can handle more and better, and we step in less.



THANK YOU

Let's connect

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