

Call center sales response sample

```
{
  ▼▼ "reports": {
    ▼▼ "channel-0": {
      ▼▼ "aiModelData": [
        ],
      ▼▼ "callPriority": {
        "agentPriority": 1,
        "finalCallPriority": 25,
        "maxCallPriority": 25
      },
      ▼▼ "profile": {
        ▼▼ "aggression": {
          "averageLevel": 0.0,
          "highPercentage": 0.0,
          "lowPercentage": 0.0,
          "midPercentage": 0.0,
          "noReactionPercentage": 100.0
        },
        ▼▼ "arousal": {
          "averageLevel": 2.94,
          "highPercentage": 0.0,
          "lowPercentage": 94.12,
          "midPercentage": 0.0,
          "noReactionPercentage": 5.88
        },
        ▼▼ "atmosphere": {
          "_comments": "Normal Reaction (Level -3 to 3), High(>3), Low(<-3)",
          "averageLevel": 5.88,
          "highPercentage": 70.59,
          "lowPercentage": 0.0,
          "normalReactionPercentage": 29.41
        },
        ▼▼ "clStress": {
          "clStress": 1,
          "high": 54,
          "low": 40
        }
      }
    }
  }
}
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    },
    ▼ "concentration": {
      "averageLevel": 2.0,
      "highPercentage": 0.0,
      "lowPercentage": 29.41,
      "midPercentage": 5.88,
      "noReactionPercentage": 64.71
    },
    ▼ "discomfort": {
      "uneasyEnd": 5,
      "uneasyStart": 3
    },
    ▼ "excitement": {
      "_comments": "Normal Reaction (Level15), High(>20), Mid.(10-20 || 15), Low (<10)",
      "averageLevel": 16.53,
      "highPercentage": 17.65,
      "lowPercentage": 5.88,
      "normalReactionPercentage": 41.18
    },
    ▼ "hesitation": {
      "_comments": "Normal Reaction (Level15), High(>16), Mid.(14-16 || 15), Low (<14)",
      "averageLevel": 16.65,
      "highPercentage": 64.71,
      "lowPercentage": 11.76,
      "midPercentage": 11.76,
      "normalReactionPercentage": 11.76
    },
    ▼ "imagination": {
      "averageLevel": 3.06,
      "highPercentage": 0.0,
      "lowPercentage": 58.82,
      "midPercentage": 5.88,
      "noReactionPercentage": 35.29
    },
    ▼ "joy": {
      "averageLevel": 0.0,
      "highPercentage": 0.0,
      "lowPercentage": 0.0,
      "midPercentage": 0.0,
      "noReactionPercentage": 100.0
    }
  }
}
```

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    },
    ▼ "mentalEffort": {
      "averageLevel": 6.12,
      "highPercentage": 0.0,
      "lowPercentage": 64.71,
      "midPercentage": 17.65,
      "noReactionPercentage": 17.65
    },
    ▼ "sad": {
      "averageLevel": 0.0,
      "highPercentage": 0.0,
      "lowPercentage": 0.0,
      "midPercentage": 0.0,
      "noReactionPercentage": 100.0
    },
    ▼ "stress": {
      "averageLevel": 8.65,
      "highPercentage": 0.0,
      "lowPercentage": 47.06,
      "midPercentage": 41.18,
      "noReactionPercentage": 11.76
    },
    ▼ "uncertainty": {
      "_comments": "Normal Reaction (Level15), High(>20), Mid.(10-20 || 15), Low (<10)",
      "averageLevel": 13.94,
      "highPercentage": 17.65,
      "lowPercentage": 17.65,
      "normalReactionPercentage": 47.06
    },
    ▼ "uneasy": {
      "averageLevel": 2.94,
      "highPercentage": 5.88,
      "lowPercentage": 11.76,
      "midPercentage": 11.76,
      "noReactionPercentage": 70.59
    }
  },
  ▼ "tags": [
    "#LOW-END-PRIORITY",
    "#LOGICAL-CALL"
```

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    },
    ▼ "mentalEffort": {
      "averageLevel": 6.12,
      "highPercentage": 0.0,
      "lowPercentage": 64.71,
      "midPercentage": 17.65,
      "noReactionPercentage": 17.65
    },
    ▼ "sad": {
      "averageLevel": 0.0,
      "highPercentage": 0.0,
      "lowPercentage": 0.0,
      "midPercentage": 0.0,
      "noReactionPercentage": 100.0
    },
    ▼ "stress": {
      "averageLevel": 8.65,
      "highPercentage": 0.0,
      "lowPercentage": 47.06,
      "midPercentage": 41.18,
      "noReactionPercentage": 11.76
    },
    ▼ "uncertainty": {
      "_comments": "Normal Reaction (Level15), High(>20), Mid.(10-20 || 15), Low (<10)",
      "averageLevel": 13.94,
      "highPercentage": 17.65,
      "lowPercentage": 17.65,
      "normalReactionPercentage": 47.06
    },
    ▼ "uneasy": {
      "averageLevel": 2.94,
      "highPercentage": 5.88,
      "lowPercentage": 11.76,
      "midPercentage": 11.76,
      "noReactionPercentage": 70.59
    }
  },
  ▼ "tags": [
    "#LOW-END-PRIORITY",
    "#LOGICAL-CALL"
```

```
[  
  {  
    "testReport": {  
      "extremeEmotionSegments": 0.0,  
      "extremeStressConversationPortions": 0,  
      "extremeStressSegments": 3.0  
    },  
    "summary": {  
      "channel-0": {  
        "message": "Normal call"  
      },  
      "general": {  
        "message": "normalCall",  
        "priority": 5  
      }  
    },  
    "segments": {  
      "data": [  
        [1, 0.002, 1.72, true, ...],  
        [2, 0.185, 2.62, true, ...],  
        [3, 0.280, 3.90, true, ...]  
      ]  
    }  
  ],  

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    "index",
    "channel",
    "startPosSec",
    "endPosSec",
    "validSegment",
    "onlineLVA",
    "energy",
    "joy",
    "sad",
    "aggression",
    "stress",
    "uneasy",
    "concentration",
    "anticipation",
    "hesitation",
    "mentalEffort",
    "arousal",
    "emotionCognitiveRatio",
    "atmosphere",
    "voiceEnergy",
    "dissatisfied",
    "EmotionPlayer-Energy",
    "EmotionPlayer-Joy",
    "EmotionPlayer-Sad",
    "EmotionPlayer-Aggression",
    "EmotionPlayer-Stress",
    "callPriority",
    "callPriorityAgent"
],

```

```
▼ ▼ "headersPositions": {  
  "EmotionPlayer-Aggression": 24,  
  "EmotionPlayer-Energy": 21,  
  "EmotionPlayer-Joy": 22,  
  "EmotionPlayer-Sad": 23,  
  "EmotionPlayer-Stress": 25,  
  "aggression": 9,  
  "anticipation": 13,  
  "arousal": 16,  
  "atmosphere": 18,  
  "callPriority": 26,  
  "callPriorityAgent": 27,  
  "channel": 1,  
  "concentration": 12,  
  "dissatisfied": 20,  
  "emotionCognitiveRatio": 17,  
  "endPosSec": 3,  
  "energy": 6,  
  "hesitation": 14,  
  "index": 0,  
  "joy": 7,  
  "mentalEffort": 15,  
  "onlineLVA": 5,  
  "sad": 8,  
  "startPosSec": 2,  
  "stress": 10,  
  "uneasy": 11,  
  "validSegment": 4,  
  "voiceEnergy": 19  
}  
},  
▼ ▼ "technical": {  
  "SDK-Version": "7.15.18",  
  "application": "CCS",  
  "backgroundChannel0": 0,  
  "backgroundLevelParam": 1000,  
  "segmentsCount": 3  
}
```

Revision #1

Created 12 March 2025 21:19:19 by mauricio olarte

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