

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"
  ]
}
```



```
▼ ▼ "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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