

# API response examples

Standard call center

Call center sales

Call center risk assessment

Risk assessment - questionnaire base

Realtime analysis (streaming)

## 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
  },
  },
  },
  },
}
```

```
▼   ▼ "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
    },
  },
```



```
▼ ▼ "headers": [  
  "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
}
```

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