

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  
}
```

Revision #1

Created 12 March 2025 21:01:10 by mauricio olarte

Updated 13 June 2025 13:55:34 by mauricio olarte