

Call center risk sample response

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{
  ▼▼ "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,

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    "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
  },
  ▼ "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
  }
}

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    "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
    }
  },
  "totalChargePoints": 300
},
  ▼ "segments": {
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▼ ▼ "headersPositions": {  
  "EmotionPlayer-Aggression": 35,  
  "EmotionPlayer-Energy": 32,  
  "EmotionPlayer-Joy": 33,  
  "EmotionPlayer-Risk": 37,  
  "EmotionPlayer-Sad": 34,  
  "EmotionPlayer-Stress": 36,  
  "LVA-CognitiveStress": 28,  
  "LVA-EmotionStress": 27,  
  "LVA-EnergyStress": 29,  
  "LVA-GlobalStress": 26,  
  "LVA-MentalEffort": 30,  
  "LVA-SOSStress": 31,  
  "aggression": 11,  
  "anticipation": 17,  
  "arousal": 20,  
  "atmosphere": 23,  
  "callPriority": 38,  
  "callPriorityAgent": 39,  
  "channel": 1,  
  "concentration": 16,  
  "dissatisfied": 25,  
  "emotionCognitiveRatio": 22,  
  "endPosSec": 3,  
  "energy": 8,  
  "excitement": 14,  
  "hesitation": 18,  
  "index": 0,  
  "joy": 9,  
  "mentalEffort": 19,  
  "onlineLVA": 7,  
  "overallCognitiveActivity": 21,  
  "question": 6,  
  "sad": 10,  
  "startPosSec": 2,  
  "stress": 12,  
  "topics": 5,  
  "uncertainty": 13,  
}
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"backgroundLevelParam": 1000,  
"segmentsCount": 3
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}  
}
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Revision #1

Created 11 March 2025 21:49:08 by mauricio olarte

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