

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"
```



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▼ ▼ "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

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