

Standard call center  
response sample

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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,
    "midPercentage": 5.88,
    "noReactionPercentage": 64.71
  }
  }
  }
}

```

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    },
  ▼ "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,
    "midPercentage": 0.0,
    "noReactionPercentage": 100.0
  }
}
```





```
    "startPosSec": 2,  
    "stress": 9,  
    "validSegment": 4,  
    "voiceEnergy": 14  
  },  
  },  
  "technical": {  
    "SDK-Version": "7.15.18",  
    "application": "CAL",  
    "backgroundChannel0": 0,  
    "backgroundLevelParam": 1000,  
    "segmentsCount": 3  
  }  
}
```

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