

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
    }
  }
}

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    },
    ▼ "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
  }
}
},
▼ "segments": {
  ▼ "data": [
    [1 0 0.02 1.72 true 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0],
    [2 0 1.85 2.50 true 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0],

```

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[3,0,2.82,3.40,true,1,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0]
```

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],
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▼ ▼ "headers": [  
  "index",  
  "channel",  
  "startPosSec",  
  "endPosSec",  
  "validSegment",  
  "energy",  
  "joy",  
  "sad",  
  "aggression",  
  "stress",  
  "anticipation",  
  "mentalEffort",  
  "emotionCognitiveRatio",  
  "atmosphere",  
  "voiceEnergy",  
  "dissatisfied",  
  "EmotionPlayer-Energy",  
  "EmotionPlayer-Joy",  
  "EmotionPlayer-Sad",  
  "EmotionPlayer-Aggression",  
  "EmotionPlayer-Stress",  
  "callPriority",  
  "callPriorityAgent"  
],
```

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▼ ▼ "headersPositions": {  
  "EmotionPlayer-Aggression": 19,  
  "EmotionPlayer-Energy": 16,  
  "EmotionPlayer-Joy": 17,  
  "EmotionPlayer-Sad": 18,  
  "EmotionPlayer-Stress": 20,  
  "aggression": 8,  
  "anticipation": 10,  
  "atmosphere": 13,  
  "callPriority": 21,  
  "callPriorityAgent": 22,  
  "channel": 1,  
  "dissatisfied": 15,  
  "emotionCognitiveRatio": 12,  
  "endPosSec": 3,  
  "energy": 4,  
  "joy": 5,  
  "mentalEffort": 6,  
  "sad": 7,  
  "startPosSec": 2,  
  "stress": 9,  
  "validSegment": 11,  
  "voiceEnergy": 14,  
  "EmotionPlayer-Aggression": 19,  
  "EmotionPlayer-Energy": 16,  
  "EmotionPlayer-Joy": 17,  
  "EmotionPlayer-Sad": 18,  
  "EmotionPlayer-Stress": 20,  
  "callPriority": 21,  
  "callPriorityAgent": 22,  
  "channel": 1,  
  "dissatisfied": 15,  
  "emotionCognitiveRatio": 12,  
  "endPosSec": 3,  
  "energy": 4,  
  "joy": 5,  
  "mentalEffort": 6,  
  "sad": 7,  
  "startPosSec": 2,  
  "stress": 9,  
  "validSegment": 11,  
  "voiceEnergy": 14  
}
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    "startPosSec": 2,  
    "stress": 9,  
    "validSegment": 4,  
    "voiceEnergy": 14  
  },  
  },  
  ▼ ▼ "technical": {  
    "SDK-Version": "7.15.18",  
    "application": "CAL",  
    "backgroundChannel0": 0,  
    "backgroundLevelParam": 1000,  
    "segmentsCount": 3  
  }
```

Revision #1

Created 11 March 2025 21:12:35 by mauricio olarte

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