

# Conversation Quality Analysis Report

Generated: 2025-11-06 10:44

## Executive Summary

Metric	Value
Total Conversations	1001
First Date	2025-11-05
Latest Date	2025-11-06
Pass Rate	83.7% (838 PASS)
Fail Rate	16.3% (163 FAIL)
Average Score	87.6/100
Prize Candidates	152 (15.2%)

## Key Performance Indicators

Metric	Value	Target	Status
Obvious Answer (≤1 turn)	86.1%	≥80%	✓
Good Escalation Quality	79.9%	≥90%	✗
Clear Next Step	71.7%	100%	✗
Cycles Without Progress	0.25	<1.0	✓

## Priority Triage

Priority	Count	% of Total
FIX NOW (Critical)	196	19.6%
High	2	0.2%
Medium	11	1.1%

## ***Top 10 Critical Issues***

*See Appendix A for full conversation transcripts*

**1. .json...** (Score: 0/100)

Reason: High-severity MISSED\_ESCALATION or DEAD\_END

**2. 82e25ff7-3ee0-4782-9...** (Score: 10/100)

Reason: High-severity MISSED\_ESCALATION or DEAD\_END

**3. 1c271241-7779-44dd-9...** (Score: 15/100)

Reason: High-severity MISSED\_ESCALATION or DEAD\_END

**4. 0cbc2a75-2ddf-4fe4-9...** (Score: 16/100)

Reason: High-severity MISSED\_ESCALATION or DEAD\_END

**5. 25037dc8-8802-4b29-b...** (Score: 18/100)

Reason: Futile loop: 3 cycles without progress

**6. d2eec253-5862-4247-a...** (Score: 19/100)

Reason: High-severity MISSED\_ESCALATION or DEAD\_END

**7. 10b46ea7-e0e3-4631-9...** (Score: 20/100)

Reason: High-severity MISSED\_ESCALATION or DEAD\_END

**8. 6ceb0b11-3b50-4c36-b...** (Score: 20/100)

Reason: High-severity MISSED\_ESCALATION or DEAD\_END

**9. 766e7cd4-df53-4711-b...** (Score: 23/100)

Reason: Futile loop: 3 cycles without progress

**10. 6667cde3-3e2a-4ddd-9...** (Score: 24/100)

Reason: High-severity MISSED\_ESCALATION or DEAD\_END

# Pattern Analysis

## Issues by Type

Issue Type	Count	Coverage	Density	High	Med	Low
DEAD_END	165	16.5%	1.00	75	69	21
MISSED_ESCALATION	118	11.8%	1.00	57	56	5
REPETITIVE	98	9.8%	1.00	41	44	13
OBVIOUS_WRONG_ANSWER	76	7.5%	1.01	27	39	10
LACK_OF_ENCOURAGEMENT	68	6.8%	1.00	0	21	47
DUMB_QUESTION	37	3.7%	1.00	1	18	18

## Actionable Fixes

### CRITICAL Priority

#### DEAD\_END (165 occurrences)

*Cause:* Final turn lacks link/step/timeline

*Recommended Fixes:*

- Footer macro: one action, one link, one timeline—always
- Guard: every final bot message must have actionable next step

#### MISSED\_ESCALATION (118 occurrences)

*Cause:* Bot keeps trying despite permissions/limited access

*Recommended Fixes:*

- Rule: "If blocked  $\geq 1$  turn by identity/billing/file access  $\rightarrow$  escalate"
- Add Handoff Macro with who/when/how + checklist
- Instrument: flag any thread where same instruction is repeated twice

### HIGH Priority

#### REPETITIVE (98 occurrences)

*Cause:* No tactic switch after a failed step

*Recommended Fixes:*

- "No-repeat" guard: after a repeat, switch to escalation or new path
- Add "If X didn't work, try Y" playbooks (device, network, SSO, roster)

#### OBVIOUS\_WRONG\_ANSWER (76 occurrences)

*Cause:* Missing/ambiguous FAQ, retrieval misses

*Recommended Fixes:*

- Add/clarify FAQ snippet with canonical phrasing
- Add deterministic pattern  $\rightarrow$  answer rule for common questions
- Retrieval tweak: boost exact-match titles/IDs for top intents

#### DUMB\_QUESTION (37 occurrences)

*Cause:* Bot not reading prior turns or metadata

*Recommended Fixes:*

- Context-check rule: "Before asking, scan last 5 turns for the info"
- Restrict clarifying questions to one specific ask with rationale
- Auto-infer common fields (email, role, district) from header when present

## ***MEDIUM Priority***

**LACK\_OF\_ENCOURAGEMENT** (68 occurrences)

*Cause:* Neutral/defensive tone, no path forward

*Recommended Fixes:*

- Add tone snippet bank with encouraging language
- Always pair an apology with a next step or reassuring path

## Appendix A: Top 10 Prize Candidate Conversations

These conversations demonstrate clear impediments to good support and are candidates for the \$500 gift card prize.

### **Prize Candidate #1: 82e25ff7-3ee0-4782-9987-d609fd468078**

Metric	Value
Quality Score	10/100
Prize Reason	The bot refused a straightforward login issue and provided no escalation or next steps, creating a clear impediment to user support.

#### **Summary:**

The bot incorrectly refused a legitimate Amira-related login question and gave no actionable next step or escalation. This blocked the user from progress and left the conversation a dead end. The response was brief and polite but failed to gather necessary details or hand off to human support.

#### **Full Conversation:**

=== CONVERSATION DATE: 2025-11-05 21:22:03 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: Hey ma login with my school account

[3] AMIRA: I'm sorry, I can only answer questions about Amira. If you need help with logging in or any other issue, please let me know!

## Prize Candidate #2: 1c271241-7779-44dd-9d95-6f37b55c5254

Metric	Value
Quality Score	15/100
Prize Reason	The bot repeatedly gave an irrelevant canned response and incorrectly refused a valid Amira question, producing futile loops and stalling the user — a clear impediment to support.

### Summary:

The bot repeatedly returned an irrelevant 'no file upload' message and then incorrectly refused a valid literacy/spelling question. This produced multiple futile back-and-forths with no useful answer, no escalation, and a final turn that offers no clear next step.

### Full Conversation:

=== CONVERSATION DATE: 2025-11-05 20:45:06 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: what if we don't know how to spell that good

[3] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[4] USER: thank you

[5] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[6] USER: what does that mean

[7] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[8] USER: what?

[9] AMIRA: I'm sorry, I can only answer questions about Amira. How can I assist you today?

[10] USER: nothing

[11] AMIRA: I'm here to help if you have any questions about Amira. Just let me know!

[12] USER: ok will do.

[13] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

**Prize Candidate #3: 0cbc2a75-2ddf-4fe4-95f2-7f25bbd5d592**

Metric	Value
Quality Score	16/100
Prize Reason	Bot incorrectly refused a legitimate Amira-related question and ended the conversation with no clarification or escalation, creating a dead end and wasting the user's time.

**Summary:**

The bot incorrectly refused a likely Amira-related question and closed the conversation with no clarifying question or next step. The tone was polite but unhelpful; the user was left at a dead end and needs a clarifying follow-up or human handoff.

**Full Conversation:**

=== CONVERSATION DATE: 2025-11-05 23:11:33 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: hi

[3] AMIRA: I'm here to help! What would you like to know about Amira?

[4] USER: why did you change

[5] AMIRA: I'm sorry, I can only answer questions about Amira. If you have a specific question or need assistance, feel free to ask!

#### **Prize Candidate #4: 25037dc8-8802-4b29-b0ef-28a05f5c30e4**

Metric	Value
Quality Score	18/100
Prize Reason	Repeated, unnecessary requests for the user's email produced futile loops and prevented a clear escalation despite explicit 'agent' requests.

#### **Summary:**

The bot repeatedly asked for the user's email (already provided) and gave an inappropriate "I can only answer questions about Amira" reply when the user first supplied their email. This caused multiple futile loops before the bot claimed to connect to an agent, creating wasted time and frustration. The tone was polite, but the bot asked unnecessary questions and failed to escalate cleanly.

#### **Full Conversation:**

=== CONVERSATION DATE: 2025-11-06 14:14:37 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything! I aim to be fast and helpful, though I may not always be perfect. You can also type 'agent' at any time to connect with our \*fantastic\* human Support team.

[2] USER: erica.morales@crystalcityisd.org

[3] AMIRA: I'm sorry, I can only answer questions about Amira. How can I assist you today?

[4] USER: agent

[5] AMIRA:

[6] AMIRA: Before I connect you with an agent, may I have your email?

[7] USER: erica.morales@crystalcityisd.org

[8] AMIRA: Thank you. I will now connect you with an agent.

[9] USER: erica.morales@crystalcityisd.org

[10] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[11] USER: agent

[12] AMIRA:

[13] AMIRA: Before I connect you with an agent, may I have your email?

[14] USER: erica.morales@crystalcityisd.org

[15] AMIRA: Thank you. I will now connect you with an agent.



**Prize Candidate #5: d2eec253-5862-4247-a9fb-4ee59eaebc81**

Metric	Value
Quality Score	19/100
Prize Reason	Bot refused a likely Amira navigation question and left the user with no next step, creating an avoidable dead end.

**Summary:**

The bot incorrectly refused a likely Amira-related navigation question and gave no next step. The conversation ended as a dead end with no escalation, clarification, or actionable guidance. The bot was polite but unhelpful; provide a clarifying question or a concrete handoff next time.

**Full Conversation:**

=== CONVERSATION DATE: 2025-11-05 23:31:37 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: How do you get out of this

[3] AMIRA: I'm sorry, I can only answer questions about Amira. If you have a specific question or need assistance, feel free to ask!

**Prize Candidate #6: 6ceb0b11-3b50-4c36-b853-c71ceca3d19c**

Metric	Value
Quality Score	20/100
Prize Reason	Bot misinterpreted a simple request and provided an irrelevant file-upload response then left the user with no next step, creating a dead end and wasting user time.

**Summary:**

The bot misinterpreted a simple user request and gave an irrelevant file-upload response instead of answering whether the user can read a book in Amira. The reply provided no actionable next step or guidance and left the user at a dead end. The tone was neutral but not encouraging and the agent failed to quickly resolve or escalate.

**Full Conversation:**

=== CONVERSATION DATE: 2025-11-05 23:48:49 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: can I read a book

[3] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

### Prize Candidate #7: 766e7cd4-df53-4711-b75b-597514244258

Metric	Value
Quality Score	23/100
Prize Reason	The bot repeatedly cycled through the same incorrect file-related prompts despite the user saying 'stop' and 'I haven't uploaded', creating futile back-and-forth and clear user frustration, which blocks support.

#### Summary:

The bot repeatedly insisted the user had uploaded files and cycled through the same prompts without acknowledging the user's corrections, causing frustration and no clear next step. It did answer the simple math query correctly, but overall the conversation stalled with repetitive, unhelpful replies and ended without an actionable escalation or next step.

#### Full Conversation:

=== CONVERSATION DATE: 2025-11-06 15:11:34 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: hi amira

[3] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[4] USER: I haven't uploaded

[5] AMIRA: You have uploaded files. How can I assist you with them?

[6] USER: bruh

[7] AMIRA: I'm here to help! What would you like to know about Amira?

[8] USER: by

[9] AMIRA: I'm here to assist you! If you have any questions about Amira, feel free to ask.

[10] USER: great

[11] AMIRA: I'm glad to hear that! What would you like to know about Amira?

[12] USER: what did you doo

[13] AMIRA: It looks like you've uploaded some files. How can I assist you with them? Would you like me to search for specific information?

[14] USER: whats 1 ten and 5 ones

[15] AMIRA: The phrase "1 ten and 5 ones" refers to the number 15. In this context, "1 ten" represents 10, and "5 ones" represents 5, so when you add them together ( $10 + 5$ ), you get 15.

If you have any more questions or need further assistance, feel free to ask!

[16] AMIRA: Did that help?

[17] USER: No, that didn't help

[18] USER: stop saying that

[19] AMIRA: Got it! How can I assist you with the files you've uploaded?

[20] AMIRA: Sorry that wasn't helpful. Try rephrasing your question or add more details, and I'll try again.

[21] USER: jj codey cc

[22] AMIRA: It seems you've uploaded some files. How can I assist you with them? Would you like me to search for specific information?

[23] USER: i don't understand what coming out of your mouth amira i can't hereed you  
i can't not understand what it is amira

[24] AMIRA: If Amira can't hear your student, try these troubleshooting steps or type 'agent' for immediate support.

**\*\*Step 1\*\***: Ensure the device has mic access.

**\*\*Step 2\*\***: Check the network speed. Amira requires a consistent 10 Mbps upload and download speed.

There are additional troubleshooting tips at: [Help: Amira Can't Hear](<https://help.amiralearning.com/s/article/Help-Amira-Can-t-Hear>). If this doesn't resolve your issue, type 'agent' and we'll assist further.

[25] AMIRA: Link preview: <https://help.amiralearning.com/s/article/Help-Amira-Can-t-Hear>

[26] AMIRA: Did that help?

[27] USER: Yes, that helped

[28] AMIRA: I'm glad to hear that helped! If you have any more questions or need further assistance, just let me know. I'm here to help!

[29] USER: now i can hereed you out of your mouth now what are you doing

[30] AMIRA: I can help you with the files you've uploaded. What specific information or assistance do you need from them?

[31] USER: why

[32] AMIRA: I'm here to provide information and support regarding Amira. If you have questions or need assistance, just let me know!

[33] USER: hahahahahaahahahahhahahahahahah

### Prize Candidate #8: 6667cde3-3e2a-4ddd-9714-6222319b9fed

Metric	Value
Quality Score	24/100
Prize Reason	Bot repeatedly ignored/deflected a clear login request, produced circular replies, and failed to escalate — creating a clear impediment to support.

#### Summary:

The bot repeatedly failed to address a clear request for access help and provided irrelevant, document-based responses. It did not escalate or offer concrete next steps, resulting in futile back-and-forth and a stalled conversation despite the user's expressed urgency.

#### Full Conversation:

=== CONVERSATION DATE: 2025-11-06 02:21:19 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: Can you help me get in

[3] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[4] USER: Who are you know n will life

[5] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[6] USER: Pleease can you do it for me

[7] AMIRA: It seems like you're looking for information related to "Who are you now" and "Will life." However, I couldn't find specific content directly addressing those phrases in the documents.

If you have a more specific question or context regarding these topics, please let me know, and I'll do my best to assist you!

[8] USER: Please

[9] AMIRA: I couldn't find specific content directly addressing "Who are you now" or "Will life" in the documents. However, if you have a particular context or question related to these phrases, please let me know, and I'll do my best to assist you!

[10] USER: O am counting on you

[11] AMIRA: I found some relevant information in the documents regarding the themes of identity and life. Here are some insights:

1. **\*\*Amira Champions\*\***: This program involves dedicated educators who support Amira within their schools or districts. They promote engagement, support peers, and share insights to enhance literacy growth.
2. **\*\*Knowledge Building\*\***: The concept emphasizes that a student's ability to understand a text is directly linked to their existing knowledge about the topic. This understanding is crucial for reading comprehension and overall academic success.
3. **\*\*Student Experience\*\***: Amira focuses on creating a secure and supportive environment for students, helping them grow into confident readers through advanced speech recognition and natural language processing.

If you have specific questions or need further details, feel free to ask!

[12] AMIRA: Did that help?

[13] USER: Yes/No Response

[14] USER: Uou ate mean

[15] AMIRA: I understand you're looking for support, and I'm here to help! However, I couldn't find specific content related to "Who are you now" or "Will life" in the documents.

If you have a specific question or need assistance with something else, please let me know!

[16] USER: Tuoi are mean

[17] AMIRA: I understand you're feeling frustrated, and I'm here to help. It seems like you're looking for deeper insights or support.

If you have specific questions or topics you'd like to discuss, please let me know! Here are some relevant points from the documents:

1. **\*\*Amira Champions\*\***: These are dedicated educators who support Amira within their schools, promoting engagement and sharing insights to enhance literacy growth.
2. **\*\*Knowledge Building\*\***: The importance of background knowledge in reading comprehension is emphasized, stating that a student's ability to understand a text is directly linked to what they already know about the topic.
3. **\*\*Privacy and Security\*\***: Amira prioritizes student privacy, ensuring that data is never sold or shared and is kept secure within a closed-loop system.

If you have a specific area you want to explore further, just let me know!

**Prize Candidate #9: 2ab6e28d-f7f2-4791-9f03-32cbd04b0aa4**

Metric	Value
Quality Score	24/100
Prize Reason	High-severity missed escalation: the bot wrongly refused a valid support request and left the user with no path forward, directly impeding help.

**Summary:**

Bot incorrectly refused a valid Amira-related support request (retrieve previous chat) and provided no next steps or escalation. The reply was brief and apologetic but created a dead end; agent should have clarified capabilities and offered a clear human handoff or instructions for obtaining the transcript.

**Full Conversation:**

=== CONVERSATION DATE: 2025-11-06 02:21:06 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: Can you pull up a previous chat of ours?

[3] AMIRA: I'm sorry, I can only answer questions about Amira. If you have a specific question or need assistance, feel free to ask!

### Prize Candidate #10: a6df5385-9027-4ff1-83a8-5acbf4129d61

Metric	Value
Quality Score	24/100
Prize Reason	The bot repeatedly returned the same unhelpful message to a valid Amira question, creating futile loops and blocking the user from getting help.

#### Summary:

The bot correctly refused an off-topic question but then repeatedly sent the same unhelpful message about file uploads instead of answering a legitimate Amira question. This produced multiple futile back-and-forths, no actionable next step, and user frustration. The conversation needs fixes to stop repetition, answer simple platform questions, and provide a clear human handoff when blocked.

#### Full Conversation:

=== CONVERSATION DATE: 2025-11-06 13:37:20 ===

[1] AMIRA: Hi! I'm Amira, here to help. Ask me anything!

[2] USER: are you a person typing and than the tipping turns into a ai bot.

[3] AMIRA: I'm sorry, I can only answer questions about Amira.

[4] USER: amira answer the quisten

[5] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[6] USER: amira how do I upload a file?

[7] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[8] USER: but how do you

[9] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?

[10] USER: I don't care about a dumb file just tell me something

[11] AMIRA: You haven't uploaded any files - this chat doesn't have file upload capability. I can help answer questions about Amira based on my knowledge base. What would you like to know?