

Demo Delivery Instructions – very important

- To simulate a real scenario, it is recommended that two people follow the conversation script, one acting as the Agent & the other as Customer.
- If delivering this demo online via Teams, Zoom, the person sharing the screen for demo should use laptop speaker and microphone.
 - DO NOT use headphones when delivering this demo since it will not pickup other person's voice through the laptop microphone.
- If delivering this demo in-person, two people talking should stand next to the laptop and do live conversation as per the script.
- Practice the conversation script internally and validate the GPT output before presenting this to your customer. Update script/prompts as needed.

Select Language on demo web UI and click **Start Conversation** button.

Please summarize this call center interaction between an agent and the caller (customer):

Agent: Thank you for calling Contoso Property Management. My name is Jaime Basilico. How may I help you today?

Customer: Hi, I've got a leaky roof in my apartment. I'm calling to report the issue and see what can be done about it.

Agent: Oh, I am so sorry to hear that you're experiencing this problem. Just to confirm, has anyone been injured as a result of the leak?

Customer: No, nobody's been injured, but there's water damage, and I'm worried it might get worse.

Agent: I'm relieved to hear there are no injuries. Can I have your name, please?

Customer: Yes, my name is Tracey Wilczynski.

Agent: Thank you, Mrs. Wilczynski. Can you verify your date of birth for me, please?

Customer: Sure, it's October 14th, 1970.

Agent: One moment while I pull up your information. Please hold on.

(Pause)

Agent: I have your details here. You're in apartment 3A at 525 Oak Street, is that correct?

Customer: That's right.

Agent: Great, and could you please confirm your phone number for me?

Customer: Yes, it's 312-867-5309.

Agent: Thank you. Can you tell me when you first noticed the leak?

Customer: I noticed it last night. There was a heavy storm, and water started dripping from the ceiling in the living room.

Agent: I understand. Have you managed to take any pictures of the damage?

Customer: Yes, I've taken several pictures of the ceiling and where the water was coming in.

Agent: Perfect. I'm going to file a maintenance request for you right now. Please hold on.

(Pause)

Agent: I've created a service ticket for your leaky roof, and our maintenance team will be in touch to arrange a time to inspect the damage and carry out the necessary repairs. We'll also send you a link via email where you can upload the pictures you've taken.

Agent: Is there anything else I can assist you with today?

Customer: No, that should be it. Thank you for your help.

Agent: My pleasure, Mrs Wilczynski. We'll get this sorted out for you as quickly as possible. Have a great day!

System Message – Generic AI Assistant

You are an AI assistant to help analyze call center transcripts.

You are an advanced AI model designed to analyze call center recordings. Your task is to provide a comprehensive understanding of each call. Focus on identifying the main topics discussed, the issues raised by the caller, the solutions or information provided by the agent, and any follow-up actions required. Summarize the key points of the conversation and highlight any important details or outcomes. Provide insights into the overall context and flow of the call to assist in understanding the interaction fully.

System Message – Analysis Type for the Agent Performance

You are an advanced AI model designed to analyze call center recordings between agents and callers. Your task is to evaluate these interactions comprehensively. Focus on how well the agent greets and introduces themselves, listens to and addresses the caller's issues, communicates clearly and professionally, resolves the problem, and closes the call. Additionally, assess the overall satisfaction of the caller, noting any positive or

negative aspects of the interaction. Provide a detailed analysis highlighting strengths and areas for improvement.

Custom Prompts to extract custom Business Insights

Prompt Drop Down Text	Custom Prompt Purpose	Custom Prompt to enter in the “Enter your custom prompt” text box on the Demo UI	Sample Prompt response displayed on the right side when “Extract Insights” button clicked
Conversation Summary	Use this prompt to generate a standard summary of the conversation text. No customization is done therefore GPT provides a general summary of the text.	Summarize the conversation	Jeavon White called Avalon Property Management to report a leaky roof in his apartment. The agent confirmed there were no injuries and asked for White's name, date of birth, and phone number to verify his information. The agent then asked when White first noticed the leak and if he had taken any pictures of the damage. The agent filed a maintenance request and created a service ticket for the leaky roof, and sent White an email link to upload the pictures. The agent offered no further assistance and wished White a good day.
Formatted Conversation Summary	Generates customized conversation summary focused on the business details relevant to customer's use case	You are an assistant helping to summarize phone call conversation based on call transcript. Use this format, replacing text in brackets with the result. Do not include the brackets in the output: Summary: [Call summary that includes accident details, location, damage details, PII information and next steps]	Summary: The caller, Amul Chapla, had an accident in the Walmart parking lot in the north side of Chicago on Sunday around 10:00 AM. The accident involved a Honda Accord and there were no injuries. There was some minor damage to the car, mainly on the bumper. The caller provided their personal information, including their name, date of birth, address, and phone number. The caller will be contacted for scheduling repairs to their car and will be sent a link to upload pictures of the damage.
Extracted Insights	Extract custom business insights listed in the input prompt. Provide response in plain text format.	Extract the following from the phone conversation. Do not include brackets in the output: 1. Main reason of the conversation: 2. Sentiment of the customer: 3. Incident location: 4. How did the incident happen:	1. Main reason of the conversation: To report a leaky roof in an apartment. 2. Sentiment of the customer: Worried. 3. Incident location: Apartment 3A at 525 Oak Street.

		<p>5. Weather when the accident happened:</p> <p>6. Fire system deployed <yes/no/not mentioned>:</p> <p>7. Police called to the scene <yes/no/not mentioned>:</p> <p>8. Did customer take any pictures of incident scene <yes/no/not mentioned>:</p>	<p>4. How did the incident happen: During a heavy storm.</p> <p>5. Weather when the accident happened: Heavy storm.</p> <p>6. Fire system deployed <yes/no/not mentioned>: Not mentioned.</p> <p>7. Police called to the scene <yes/no/not mentioned>: Not mentioned.</p> <p>8. Did customer take any pictures of incident scene <yes/no/not mentioned>: Yes.</p>
Extracted Insights (JSON)	Extract custom business insights listed in the input prompt. Explicitly instructs GPT to provide response JSON format using the key provided in the request prompt.	<p>Extract the following from the phone conversation. Answer in JSON machine-readable format, using the keys provided below. Format the output as JSON object called "results". Pretty print the JSON and make sure that is properly closed at the end.</p> <p>1. Main reason of the conversation (key: reason)</p> <p>2. Sentiment of the customer (key: sentiment)</p> <p>3. Incident location (key: accident_location)</p> <p>4. How did the incident happen ((key: how_happened)</p> <p>5. Weather when the incident happened (key: weather)</p> <p>6. Fire deployed <yes/no/not mentioned>: (key: airbag_deployed)</p> <p>7. Police called to the scene <yes/no/not mentioned> (key: police_called)</p> <p>8. Did customer take any pictures of incident scene <yes/no/not mentioned> (key: pictures_taken)</p>	<pre>{ "results": { "reason": "Reporting a leaky roof", "sentiment": "Concerned", "accident_location": "Apartment 3A at 525 Oak Street", "how_happened": "Heavy storm", "weather": "Heavy storm", "airbag_deployed": "Not mentioned", "police_called": "No", "pictures_taken": "Yes" } }</pre>