**Emotions and their aggregate VAD values for goals**

(V=Valence, A=Arousal, D=Dominance)

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| **Goals** | **Emotions & Frequency** | **(V, A, D) Percentage Breakdown** | **Overall (V, A, D) Emotional Intensity** |
| **Book a virtual appointment** | Anger | (16.7%, 86.5%, 65.7%) | (43.5%, 50.1%, 44.2%) |
|  | Frustrated | (8.0%, 65.1%, 25.5%) |  |
|  | Embarrassment | (14.3%, 68.5%, 22.6%) |  |
|  | Annoyed | (10.4%, 78.3%, 34.5%) |  |
|  | Disappointment (× 2) | (11.5%, 49.0%, 33.6%) × 2 |  |
|  | Relaxed (× 2) | (87.3%, 23.8%, 38.1%) × 2 |  |
|  | Confused (× 3) | (22.0%, 65.0%, 17.9%) × 3 |  |
|  | Confident (× 5) | (76.5%, 32.4%, 72.3%) × 5 |  |
| **Book an immediate consultation** | Relaxed | (87.3%, 23.8%, 38.1%) | (25.1%, 52.3%, 37.2%) |
|  | Confident (× 2) | (76.5%, 32.4%, 72.3%) × 2 |  |
|  | Frustrated (× 2) | (8.0%, 65.1%, 25.5%) × 2 |  |
|  | Boredom (× 2) | (16.7%, 13.9%, 25.5%) × 2 |  |
|  | Disappointment (× 3) | (11.5%, 49.0%, 33.6%) × 3 |  |
|  | Annoyed (× 5) | (10.4%, 78.3%, 34.5%) × 5 |  |
| **Access to cameras, voice, and files** | Terrible | (6.1%, 84.9%, 60.4%) | (28.1%, 54.1%, 35.7%) |
|  | Mellow | (63.3%, 4.2%, 33.6%) |  |
|  | Hate | (3.1%, 80.2%, 43.0%) |  |
|  | Sad | (22.5%, 33.3%, 14.9%) |  |
|  | Shock | (28.6%, 82.1%, 45.3%) |  |
|  | Sentimental | (58.3%, 37.8%, 31.2%) |  |
|  | Depressing | (14.6%, 55.9%, 21.6%) |  |
| **Agree to unclear long-term conditions** | Terrible | (6.1%, 84.9%, 60.4%) | (29.0%, 57.5%, 39.2%) |
|  | Depressing | (14.6%, 55.9%, 21.6%) |  |
|  | Mellow | (63.3%, 4.2%, 33.6%) |  |
|  | Hate | (3.1%, 80.2%, 43.0%) |  |
|  | Shock | (28.6%, 82.1%, 45.3%) |  |
|  | Sentimental | (58.3%, 37.8%, 31.2%) |  |