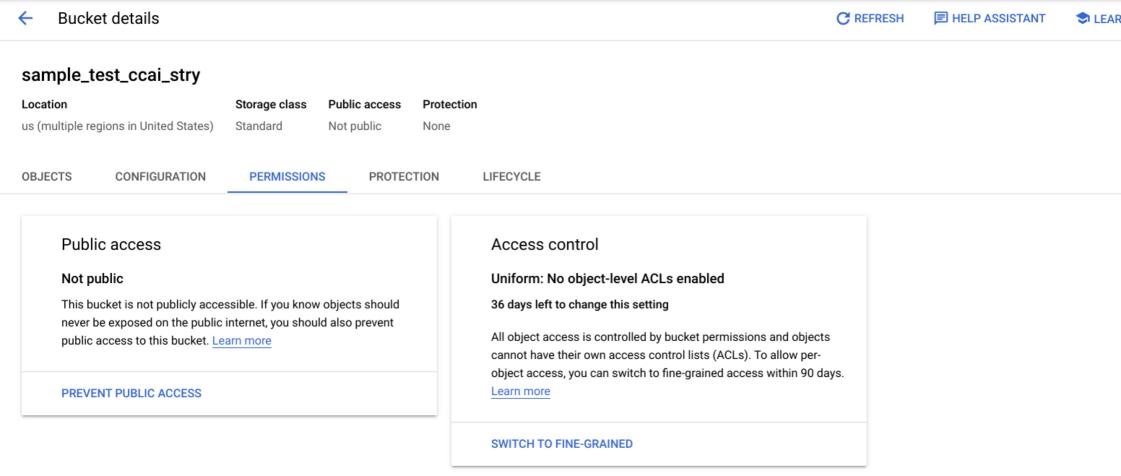
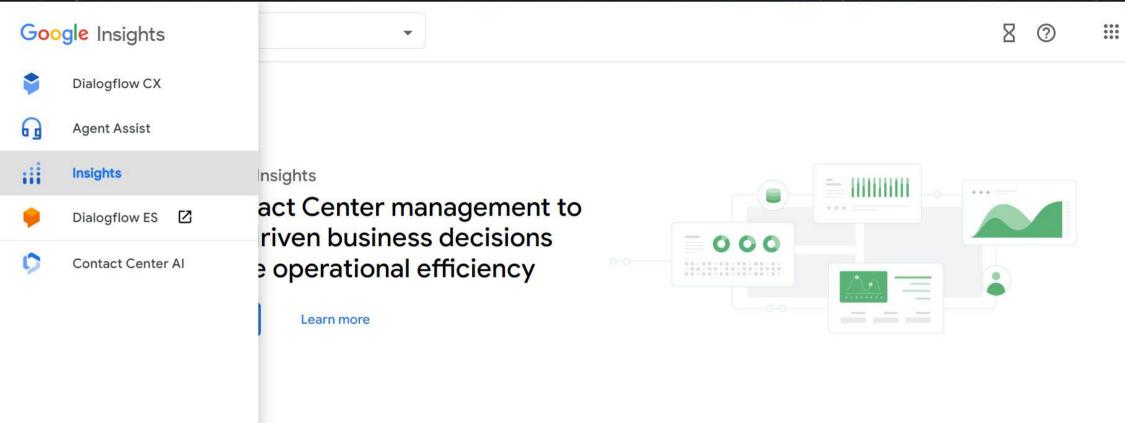
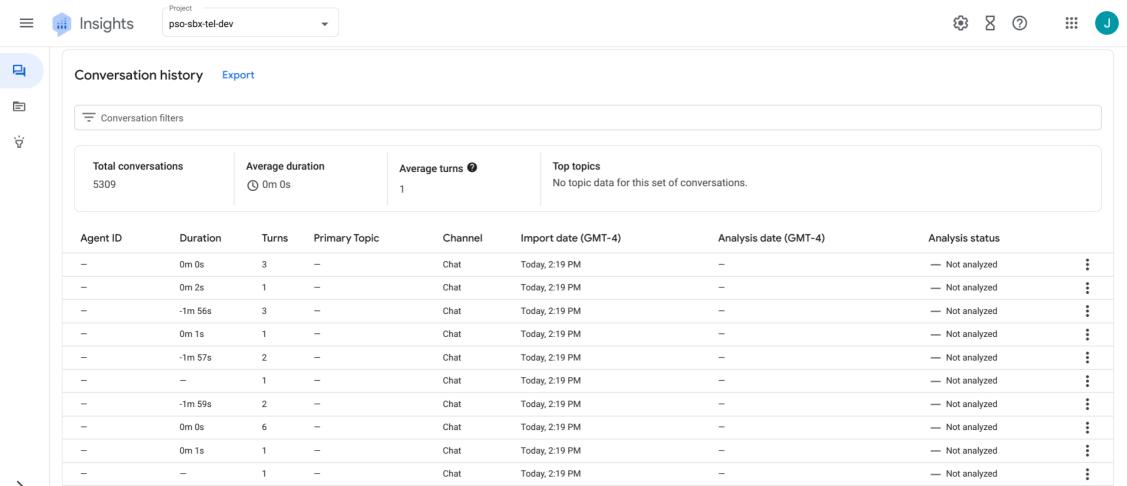
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	0	3592	{'personal': {'customer_name': 'crystal minh',	[[agent, Hi!], [agent, How can I help you?], [	[{'speaker': 'agent', 'text': 'hi!', 'turn_cou
	1	9489	{'personal': {'customer_name': 'alessandro pho	[[agent, good afternoon, how can I help you?],	[{'speaker': 'agent', 'text': 'good afternoon,
	2	3695	{'personal': {'customer_name': 'joyce wu', 'me	[[customer, HEY HO!], [agent, good afternoon,	[{'speaker': 'customer', 'text': 'hey ho!', 't
	3	5798	{'personal': {'account_id': 'xjiw8ufp3b', 'cus	[[agent, Welcome to AcmeBrands! How can I help	[{'speaker': 'agent', 'text': 'welcome to acme
	4	3647	personal: persona	[[agent, Hello, how can i help you], [customer	[{'speaker': 'agent', 'text': 'hello, how can
	8029	2229	$\label{personal: personal: (customer_name): chloe zhang',} \\$	[[agent, Welcome to AcmeBrands. How may I help	[{'speaker': 'agent', 'text': 'welcome to acme
	8030	6109	{'personal': {'customer_name': 'crystal minh',	[[agent, Hello, how can I help you today?], [c	[{'speaker': 'agent', 'text': 'hello, how can
	8031	9892	{'personal': {'customer_name': 'crystal minh',	[[agent, Hello, how may I help you?], [custome	[{'speaker': 'agent', 'text': 'hello, how may
	8032	4036	$\label{personal: personal: (customer_name): chloe zhang',} \\$	[[customer, Hi], [agent, Hello, what can I do	[{'speaker': 'customer', 'text': 'hi', 'turn_c
	8033	5882	{'personal': {'customer_name': 'david williams	[[agent, how may i help you], [customer, Hello	[{'speaker': 'agent', 'text': 'how may i help







**APIs & Services ENABLE APIS AND SERVICES Filter** Filter **↓** Requests Name Errors (%) Latency, median (ms) Latency, 95% (ms) Notebooks API 30,203 0 394 514 Compute Engine API 29,006 0 190 258 Contact Center Al Insights API 10,160 3 120 254

88

280

786

249

499

1,022

## Cloud Monitoring API 4,844 86 336 507 Cloud Speech-to-Text API 335 0 99 593

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146

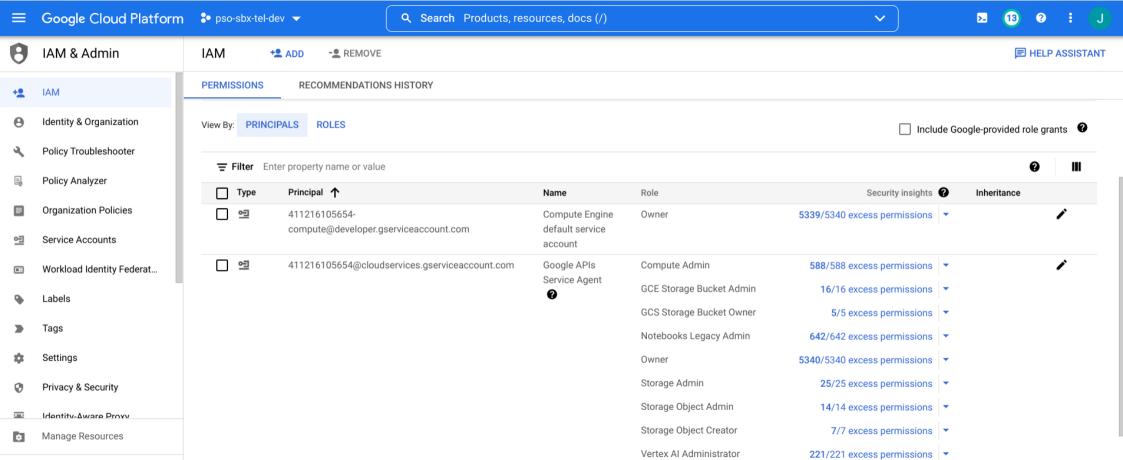
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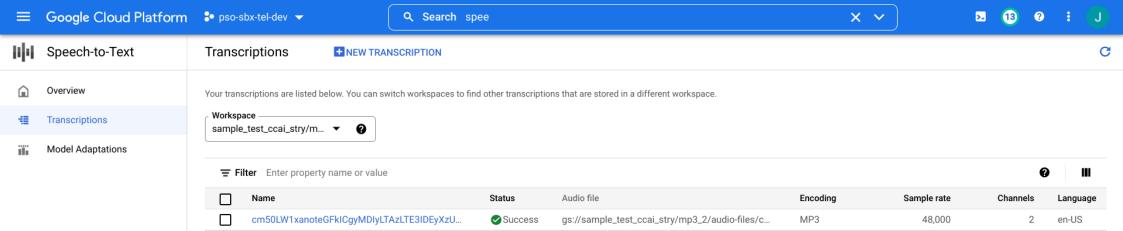
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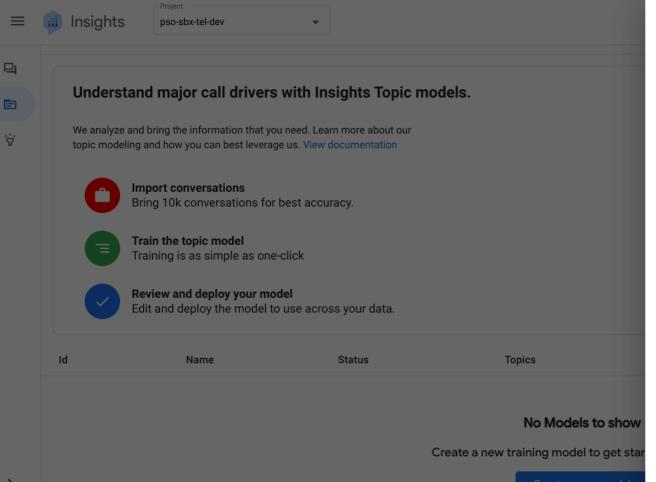
Vertex Al API

Cloud Logging API

Data Labeling API







## Build a topic model to know what's driving your calls

An Insights topic model uses Google's natural language processing to generate primary topics for each conversation in your dataset. You can then deploy the model to analyze future conversations as they're imported. Learn More

## Here's how it works

Select at least 10K conversations for training.

For better accuracy we need at least 10,000 conversations to train your model.

Conversation channel	
Chat	•

Total conversations selected: 5,373

- Use all conversations
- Filter conversations
- Name your training model (Optional)

Model name

Train your topic model.

You can train the model when there are enough conversations analyzed. Training a topic model can take up to 24 hours.

Start Training





