

[7]:

df

[7]:

	convo_id	scenario	original	delexed
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': {'customer_name': 'norman bouchar...	[[agent, Hello, how can i help you], [customer...	[{'speaker': 'agent', 'text': 'hello, how can ...
...
8029	2229	{'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	{'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 ...

8034 rows × 4 columns



sample_test_ccai_stry

Location	Storage class	Public access	Protection
us (multiple regions in United States)	Standard	Not public	None

OBJECTS

CONFIGURATION

PERMISSIONS

PROTECTION

LIFECYCLE

Public access

Not public

This bucket is not publicly accessible. If you know objects should never be exposed on the public internet, you should also prevent public access to this bucket. [Learn more](#)

[PREVENT PUBLIC ACCESS](#)

Access control

Uniform: No object-level ACLs enabled

36 days left to change this setting

All object access is controlled by bucket permissions and objects cannot have their own access control lists (ACLs). To allow per-object access, you can switch to fine-grained access within 90 days. [Learn more](#)

[SWITCH TO FINE-GRAINED](#)



Dialogflow CX



Agent Assist



Insights



Dialogflow ES 



Contact Center AI

Insights

act Center management to
driven business decisions
e operational efficiency

[Learn more](#)



Conversation history [Export](#)

Conversation filters

Total conversations

5309

Average duration

0m 0s


Average turns

1

Top topics

No topic data for this set of conversations.

Agent ID	Duration	Turns	Primary Topic	Channel	Import date (GMT-4)	Analysis date (GMT-4)	Analysis status	
—	0m 0s	3	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	0m 2s	1	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	-1m 56s	3	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	0m 1s	1	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	-1m 57s	2	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	—	1	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	-1m 59s	2	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	0m 0s	6	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	0m 1s	1	—	Chat	Today, 2:19 PM	—	— Not analyzed	
—	—	1	—	Chat	Today, 2:19 PM	—	— Not analyzed	

 Filter

Name	↓ Requests	Errors (%)	Latency, median (ms)	Latency, 95% (ms)
Notebooks API	30,203	0	394	514
Compute Engine API	29,006	0	190	258
Contact Center AI Insights API	10,160	3	120	254
Cloud Monitoring API	4,844	86	336	507
Cloud Speech-to-Text API	335	0	99	593
Vertex AI API	146	0	88	249
Cloud Logging API	13	100	280	499
Data Labeling API	8	0	786	1,022

Google Cloud Platform

psb-sbx-tel-dev

Search Products, resources, docs (/)

13

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IAM & Admin

IAM

Identity & Organization

Policy Troubleshooter

Policy Analyzer

Organization Policies

Service Accounts

Workload Identity Federat...

Labels

Tags

Settings

Privacy & Security

Identity-Aware Provv

Manage Resources

IAM

ADD

REMOVE

HELP ASSISTANT

PERMISSIONS

RECOMMENDATIONS HISTORY

View By:

PRINCIPALS

ROLES

☐ Include Google-provided role grants

Filter

Enter property name or value

<input type="checkbox"/>	Type	Principal	Name	Role	Security insights	Inheritance
<input type="checkbox"/>		411216105654-compute@developer.gserviceaccount.com	Compute Engine default service account	Owner	5339/5340 excess permissions	
<input type="checkbox"/>		411216105654@cloudservices.gserviceaccount.com	Google APIs Service Agent	Compute Admin	588/588 excess permissions	
				GCE Storage Bucket Admin	16/16 excess permissions	
				GCS Storage Bucket Owner	5/5 excess permissions	
				Notebooks Legacy Admin	642/642 excess permissions	
				Owner	5340/5340 excess permissions	
				Storage Admin	25/25 excess permissions	
				Storage Object Admin	14/14 excess permissions	
				Storage Object Creator	7/7 excess permissions	
				Vertex AI Administrator	221/221 excess permissions	

Google Cloud Platform

ps0-sbx-tel-dev

Search

spee

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Speech-to-Text

Overview

Transcriptions

Model Adaptations

Transcriptions

+ NEW TRANSCRIPTION

Your transcriptions are listed below. You can switch workspaces to find other transcriptions that are stored in a different workspace.

Workspace

sample_test_ccai_stry/m...?

Filter

Enter property name or value

?

<input type="checkbox"/>	Name	Status	Audio file	Encoding	Sample rate	Channels	Language
<input type="checkbox"/>	cm50LW1xanoteGFkICgyMDIyLTAzLTE3IDEyXzU...	Success	gs://sample_test_ccai_stry/mp3_2/audio-files/c...	MP3	48,000	2	en-US



Understand major call drivers with Insights Topic models.

We analyze and bring the information that you need. Learn more about our topic modeling and how you can best leverage us. [View documentation](#)



Import conversations

Bring 10k conversations for best accuracy.



Train the topic model

Training is as simple as one-click



Review and deploy your model

Edit and deploy the model to use across your data.

Id

Name

Status

Topics

No Models to show

Create a new training model to get started

Create a new model

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

Chrome OS • now ^

2% remaining

Notebooks have JupyterLab 3 pre-installed and are configured with GPU-enabled machine learning frameworks. [Learn more](#)

<input type="checkbox"/>	<input checked="" type="radio"/>	Notebook name ↑		Zone	Auto-upgrade	Environment	Machine type	GPUs	Permission	Last modified
<input type="checkbox"/>	<input checked="" type="radio"/>	python-20220303-211024	OPEN JUPYTERLAB	us-west1-b	—	NumPy/SciPy/scikit-learn	4 vCPUs, 15 GB RAM ▼	None ▼	Service account	Apr 7, 2022, 9:50:46 AM