

Guidelines and features of the application:

- The application accepts excel or csv file formats through the upload button.
- The next step would be to preprocess the data directly under the upload button. This adds a chat Id, sorts and cleans the text and extracts it.
- Next, you have the option to pair the messages, which would lead to pairing the respective outgoing message(s) with its corresponding incoming message(s).
- You also have the feature to search for the text. Note that you need to input the column name. Here, a very important note is the following: Before you do pairing, the column that includes the messages is called **"text"**. After pairing, the column that include the outgoing messages(from the agents) is called **"outgoing_texts"**, while the column that includes the incoming messages (from the client) is called **"incoming_texts"**. According to what you want to analyze and check, choose the column, and always note if it's before or after pairing.
- After pairing, three buttons are enabled: CS split, Sales split, and make data GPT readable.
- The CS split keeps the chats that are associated with the CS agents only. Similarly the sales does so for sales agents.
- The make data GPT readable transforms the data into a format that you can send to the o1 or 4o models, that is easy to tackle and check. The output of this is a .txt file that includes the chats in a good and easy format. You can then upload the file to the GPT and ask it for any related info regarding the extraction.
- Keep in mind that the app may sometimes be slow, especially if you want to extract a large amount of data, hence, i always recommend to make specific queries
- Finally, there's the search by ID, which filters the chats according to chat ID. Each chat has an ID, starting from 1. You can choose any number and filter by chat ID,

Major Notes:

Always keep the Make gpt readable step for the end, since after it, you won't be able to preprocess or do anything with the data, and you have to re-upload the file and start over, so always make sure to finish everything before making the data gpt readable, as this will transform the file to a txt format.

Work will be done to keep a track of a csv copy also, will be added in next update.