Stephen Score: 5.2, Technical Support - Payment Access

1 message

AI Analytics - Omar Diab <omar.mosaad.diab@gmail.com>   Sun, Jan 25, 2026 at 4:32 PM
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Customer Support Call Review Report

Generated on: 2026-01-26 | Call ID: AUTO-20260125-001

Call Information

Agent Name	Stephen
Customer Name	Maryam
Reason for Call	Assisting with online withdrawal setup via third-party app (AnyDesk and Cash App)
Call Date	January 25, 2026
Call Duration	11:30 (690 seconds)
Resolution Status	**Unresolved**
Brief Summary	Agent Stephen attempted to guide customer Maryam through remote screen-sharing and app installation for fund withdrawal. Multiple technical hurdles arose due to device incompatibility and regional app restrictions, leading to unresolved resolution.

Agent Performance Evaluation

Performance Score: **5.2 / 10**

Below average — persistent but ineffective due to knowledge gaps and poor resolution.

Strengths

- Persistent in attempting to resolve the issue despite multiple obstacles
- Maintained polite tone throughout the call
- Provided step-by-step verbal guidance despite technical complexity

Performance Gaps

Lack of Technical Preparedness
Agent was unaware of AnyDesk compatibility limitations with Pixel phones and Cash App regional restrictions, indicating insufficient pre-call research or tool knowledge.

Timestamps: *150-180, 390-420, 630-660*

Poor Issue Escalation Protocol
Agent did not offer to escalate to a specialist or schedule a follow-up with proper documentation; instead, ended call with 'I'll get back to you' without commitment.

Timestamp: *659.616-689.616*

Inconsistent and Confusing Instructions
Instructions shifted between computer and phone, referenced unclear UI elements ('three white dots'), and used non-standard terminology ('anydes' instead of 'AnyDesk').

Timestamps: *30-60, 90-120, 270-300, 540-570*

Customer Sentiment Summary

Overall Sentiment	Predicted Satisfaction
Neutral	Low

Key Emotional Drivers

- Frustration from repeated technical instructions
- Confusion over incompatible devices
- Uncertainty due to unresolved outcome

Dissatisfaction Evidence

[570-600] "now i'm going to help you so i will help you to download this cash app application on your phone and we will try to verify it on your phone okay okay i think we need to scan it"
Cause: Agent insists on proceeding with Cash App despite prior technical failures, increasing customer confusion.

[630-660] "okay let me switch okay and let me open the qr okay not available in your country wow are you in canada right now no why wouldn't it be available maybe before he fell"
Cause: Agent expresses confusion and lack of knowledge about regional restrictions, undermining customer confidence.

[659.616-689.616] "i don't know yeah even if i downloaded some app it is like this wow is it like you have a vpn or something i don't know okay all right no problem no problem then let's do like this let me check it and i'll get back to you"
Cause: Agent terminates call without resolution, offering vague next steps, leaving customer with unresolved issue.

Call Flow & Conversation Analysis

Tone Analysis

Calming and Patient
Agent maintained a calm and patient tone despite repeated setbacks and customer confusion.

Timestamps: *0-30, 150-180, 390-420, 659.616-689.616*

Rushed and Dismissive

Tone became slightly rushed and dismissive during technical failures, especially when repeating instructions.

Timestamps: *270-300, 540-570*

Language Quality

Poor Clarity and Non-Standard Terminology

Used 'anydes' instead of 'AnyDesk', 'numbers one' instead of 'code', 'three white dots' instead of 'menu icon'.

Timestamps: *30-60, 240-270, 540-570* | **Professionalism Rating:** Low

Excessive Filler Words and Hesitation

'okay okay okay', 'yeah', 'i don't know', 'wow', 'no problem no problem'.

Timestamps: *90-120, 330-360, 630-660* | **Professionalism Rating:** Low

Conversation Flow

Disorganized and Fragmented

Frequent topic switching between devices, apps, and instructions without clear progression or closure. Customer was often left confused or silent.

Timestamps: *30-60, 120-150, 360-390, 600-660*

Compliance & Risk Assessment

Status
Partially Compliant

Compliance Risks

Remote Access Consent & Security

Agent requested customer to install and use AnyDesk for remote screen sharing without clearly explaining the security implications, data access scope, or obtaining explicit consent.

Risk Severity: Medium | Timestamps: *30-60, 210-240, 450-480*

Unverified Third-Party Tool Usage

Agent promoted use of Cash App and AnyDesk without confirming their legitimacy or compatibility with company policy, exposing customer and company to potential fraud or data breach risks.

Risk Severity: High | Timestamps: *600-630, 630-660*

Actionable Recommendations

Coaching Opportunities

- Train agent on approved remote access tools and device compatibility standards.
- Coach on clear, standardized terminology and reducing filler words during technical guidance.
- Implement role-play scenarios for handling unresolved technical issues with empathy and escalation protocols.

Process Improvements

- Pre-call checklist for agent: verify approved tools, regional availability, and device compatibility before initiating support.
- Introduce a tiered support system: Level 1 for simple issues, Level 2 for remote access/tech issues requiring specialist.

Risk Prevention Measures

- Require explicit customer consent and explanation of risks before initiating any remote access session.
- Block or flag calls attempting to use non-approved third-party apps (e.g., Cash App) for financial access.

Topics Timeline for Reference

Topic	Description	Timestamp Range
Verification	Agent attempted to verify customer identity and device compatibility.	0-60
Troubleshooting - Device Compatibility	Agent tried to use AnyDesk on Pixel phone, then switched to Samsung phone after discovering incompatibility.	150-210, 360-420
Remote Access Setup	Step-by-step guidance on installing AnyDesk, entering codes, accepting permissions, and enabling screen sharing.	270-330, 450-570
Troubleshooting - App Availability	Agent attempted to use Cash App via QR code from computer, discovered regional restrictions.	570-660
Resolution Failure & Call Closure	Agent admitted inability to resolve issue, offered no concrete next steps, and ended call abruptly.	659.616-689.616