

Stephen Score: 5.2, Technical Support - Fund Withdrawal Assistance

1 message

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Overall Performance Score

5.2 / 10

Customer Sentiment

Neutral-Low

Compliance Status

Compliant

Call Duration

11:29

Call Overview

Agent: Stephen

Customer: Maryam

Call Date: January 29, 2026

Reason for Call: Assistance with online withdrawal of funds via Cash App installation and remote access setup

Resolution Status: Unresolved

Tools Used: AnyDesk

Brief Summary: Agent Stephen attempted to guide customer Maryam through remote access via AnyDesk and Cash App installation for fund withdrawal. Multiple device compatibility issues arose, and the session ended without resolution.

Agent Performance Evaluation

Strengths

- Maintained polite and patient tone throughout the call
- Provided step-by-step verbal guidance for technical processes
- Adapted quickly when switching from Pixel to Samsung device

Performance Gaps

Gap	Details	Timestamp References
Lack of pre-emptive device compatibility check	Agent did not verify device compatibility (Pixel vs. Samsung/Motorola) before initiating AnyDesk setup, causing unnecessary delays and customer frustration.	150-180, 360-390
Inconsistent and unclear instructions	Agent switched between computer and phone instructions mid-process without clarifying why or how they relate, leading to customer confusion.	600-630, 630-660
Failure to close call with clear next steps	Agent ended the call by saying 'I'll get back to you' without confirming contact method, timeline, or ownership of follow-up.	659.616-689.616

Scorecard Grading

Category	Score	Justification
Agent Performance	5.2 / 10	Agent was polite and persistent but lacked technical preparation, clarity, and closure. Repeated device-switching and unresolved issues lowered score.
Average Resolution Time	High	Call lasted over 11 minutes with no resolution, indicating inefficient use of time and poor problem-solving efficiency.

Category	Score	Justification
Compliance Adherence	Compliant	Agent used AnyDesk for remote support, which is permitted. No data leakage, no unauthorized access, and customer consent was obtained at each step.

Customer Sentiment Analysis

Overall Sentiment: Neutral

Predicted Satisfaction Level: Low

Key Emotional Drivers

- Confusion due to shifting instructions
- Frustration from repeated technical failures
- Lack of clear ownership or next steps

Dissatisfaction Evidence

Timestamp Range	Segment Reference	Cause
360-390	"[360-390]: \"do you see an icon that says choose what to share okay you choose what to share okay okay i see all right because of yeah you have the pixel one we cannot share the pixel phone\""	Agent abruptly informs customer that her primary device (Pixel) is incompatible without prior warning, causing confusion and perceived inefficiency.
630-689	"[630-689]: \"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 i don't know... let me check it and i'll get back to you\""	Agent admits inability to resolve Cash App availability issue, offers no solution, and ends call without clear follow-up, leading to customer abandonment.

Conversation Flow & Behavioral Insights

Tone Analysis

Agent maintained a calm, patient, and apologetic tone despite repeated technical setbacks. (Timestamps: 0-30, 390-420, 659.616-689.616)

Language Quality

Assessment	Example	Professionalism Rating
Informal and imprecise language used during technical guidance	"okay i will help you over here okay okay okay i just closed it of course now hold on"	Low
Unclear phrasing when explaining app restrictions	"pixel is not allowed yet only samsung and motorola have phones like that"	Medium

Conversation Flow Assessment

Overall Assessment: Disorganized and fragmented

Primary Issues: Frequent topic switching between devices, apps, and methods without logical progression or summary. (Timestamps: 120-180, 450-570, 600-689)

Compliance & Risk Assessment

Compliance Adherence Status: Compliant

Agent adhered to all remote support protocols. AnyDesk was used appropriately. Customer consent was obtained at each stage. No data leakage or unauthorized access detected.

Risk Level: Medium

Although compliant, the call exhibits high risk of customer churn due to unresolved issues and lack of closure. Repeated unresolved calls by this agent may indicate systemic training gaps.

Actionable Operational Recommendations

Coaching Opportunities

- Train agent to verify device compatibility before initiating remote access procedures.
- Improve instruction clarity by using structured, numbered steps and confirming understanding at each stage.
- Mandate call closure protocols: always confirm follow-up method, timeline, and owner.

Process Improvements

- Implement pre-call device compatibility checklist for remote support requests.
- Develop region-specific app availability database to prevent wasted call time.
- Introduce automated fallback scripts for unresolved technical issues (e.g., 'I will escalate to Tier 2 and contact you within 24h').

Risk Prevention Measures

- Monitor for repeated unresolved calls by same agent to identify systemic training gaps.
- Flag calls ending with 'I'll get back to you' without commitments for QA review.

Topic Timeline & Reference Index

Timestamp	Topic	Speaker	Summary	Sentiment
0-30	Verification	Agent	Agent confirms customer identity and prior contact (Michael, Omar).	Neutral
0-60	Issue Explanation	Agent	Agent explains purpose of call: enabling quick withdrawal via remote access and Cash App.	Neutral
90-420	Troubleshooting	Agent	Agent attempts to establish AnyDesk connection across two devices (Pixel, then Samsung), with repeated failures.	Negative
570-660	Resolution Attempt	Agent	Agent attempts to install Cash App via QR code from computer, but app is unavailable in customer's region.	Negative
659.616-689.616	Closing	Agent	Agent admits inability to resolve issue and promises to follow up without clear next steps.	Negative