Stephen report 2026-01-19 03:03:48

1 message

AI Analytics - Omar Diab <omar.mosaad.diab@gmail.com>   Mon, Jan 19, 2026 at 3:15 AM
To: omarmosaadatla335@gmail.com

Call Report

Agent: Stephen | **Customer:** Maryam
Date: 2026-01-19 03:03:48 | **Duration:** 11:30
Reason for Call: Assisting with online money withdrawal via platform

Summary

Agent Stephen assisted customer Maryam with withdrawing funds online. The process required installing AnyDesk for remote support, but encountered issues with Pixel phone compatibility and regional restrictions for Cash App, leading to unresolved call.

Resolution Status: Unresolved

Sentiment Analysis

Overall Sentiment: Negative

Key Emotional Drivers:

- Technical difficulties
- Regional restrictions causing resolution failure
- Repeated troubleshooting without success

Dissatisfaction Evidence:

- Timestamp: 630-660 - Quote: "not available in your country wow are you in canada right now no why wouldn't it be available maybe before he fell"
- Timestamp: 659.616-689.616 - Quote: "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"

Agent Performance Evaluation

Strengths:

- Patiently guided customer through multiple troubleshooting steps
- Attempted alternative solutions when initial approach failed

Performance Gaps:

Issue	Details	Severity
Incorrect device compatibility verification	Agent proceeded with AnyDesk setup without confirming if the customer's Pixel phone was supported, leading to wasted time	High
Lack of regional policy knowledge	Agent was unaware of Cash App availability in Canada, causing failure in final step	Medium

Scorecard Grading

Category	Score	Max Score	Justification
Agent Performance	6	10	Good patience but lacks preparation and knowledge on device compatibility and regional restrictions.
Average Resolution Time	High	10	11.5 minutes with no resolution achieved, indicating inefficiency.

Category	Score	Max Score	Justification
Compliance Adherence	0	10	Use of unauthorized remote access tool (AnyDesk) violates security policies.

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Compliance Review

Compliance Adherence Status: Non-Compliant

Compliance Risks:

Risk Type	Description	Severity
Unauthorized Remote Access	Agent instructed customer to download and use AnyDesk for remote support, which is not approved by company policy.	Critical

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Call Flow Analysis

Tone Analysis:

- Timestamp: 90-120 - Agent used repetitive phrases like 'okay okay okay' which may indicate confusion or rushed instructions
- Timestamp: 540-570 - Calm but lacking clarity in instructions, leading to customer confusion

Language Quality Issues:

- Vague technical instructions - Example: "blue circle in the middle that you see one more time one more time"
- Unclear regional policy knowledge - Example: "not available in your country wow are you in canada right now no why wouldn't it be available maybe before he fell"

Conversation Flow: Disorganized and inefficient due to lack of structured troubleshooting steps.

Topic Timeline Clusters

Topic	Description	Timestamp Range
Verification	Agent confirmed customer identity and previous contact with Michael and Mr. Omar	0-30
Initial Setup Instructions	Agent guided customer to download AnyDesk and enter codes	30-270
Device Compatibility Issues	Agent discovered Pixel phone not supported, switched to Samsung	270-420
App Installation and Permissions	Steps to configure AnyDesk permissions and Cash App	420-570
Regional Restrictions	Cash App QR not available in Canada	600-660
Call Closure	Agent ended call without resolution, offered to follow up	660-689

Actionable Recommendations

Coaching Opportunities:

- Verify device compatibility before initiating remote support steps
- Training on regional restrictions for financial applications
- Improve clarity in technical instructions to prevent customer confusion

Process Improvements:

- Implement a pre-check for regional availability of financial apps before initiating support steps
- Standardize remote access tools to approved software only

Risk Prevention Measures:

- Prohibit use of unauthorized remote access tools like AnyDesk
- Develop a checklist for verifying customer device and regional compatibility prior to assistance