

AI Engineer Assignment - Hindi Conversation Analysis

Summary

The conversation is about a missed EMI payment. The borrower lost his job and requested more time. They agree on a partial payment next week and full settlement by the 15th of the next month.

Key Actions

- The borrower will make a half EMI payment next week.
- The borrower aims to find a new job by next month.
- The borrower will pay the remaining amount by the 15th of the next month.
- The recovery agent will send payment details via SMS.

Sentiment Analysis

Recovery Agent (RA):

- Starts with a formal and polite tone, indicating concern over missed payment.
- Shows understanding and empathy when the borrower explains his situation.
- Maintains a professional tone while negotiating a solution.
- Tone remains supportive, encouraging timely payments and providing clear instructions.

Borrower (B):

- Begins with a neutral tone.
- Exhibits stress and concern when explaining job loss.
- Shows relief and appreciation when RA suggests a feasible payment plan.
- Ends on a positive note, expressing gratitude for the understanding shown by RA.