

Name:Suresh Muthusamy P

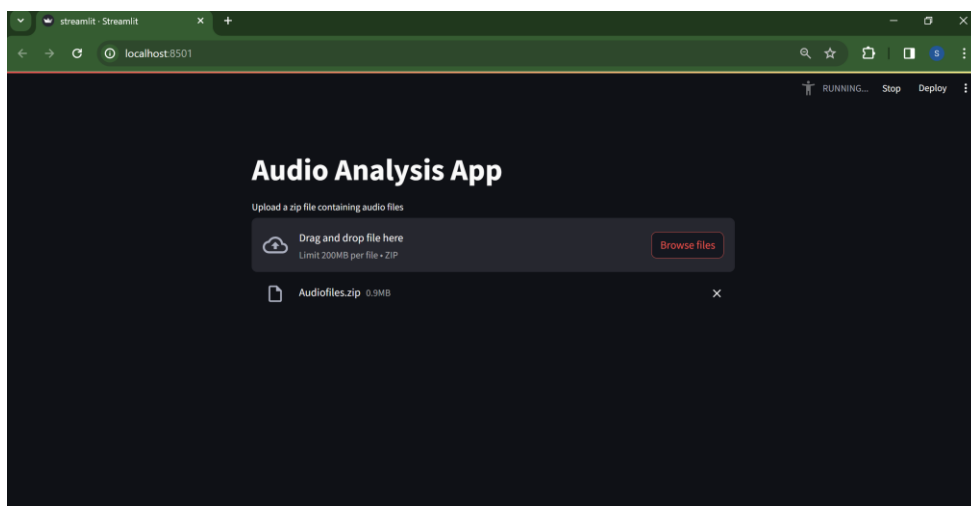
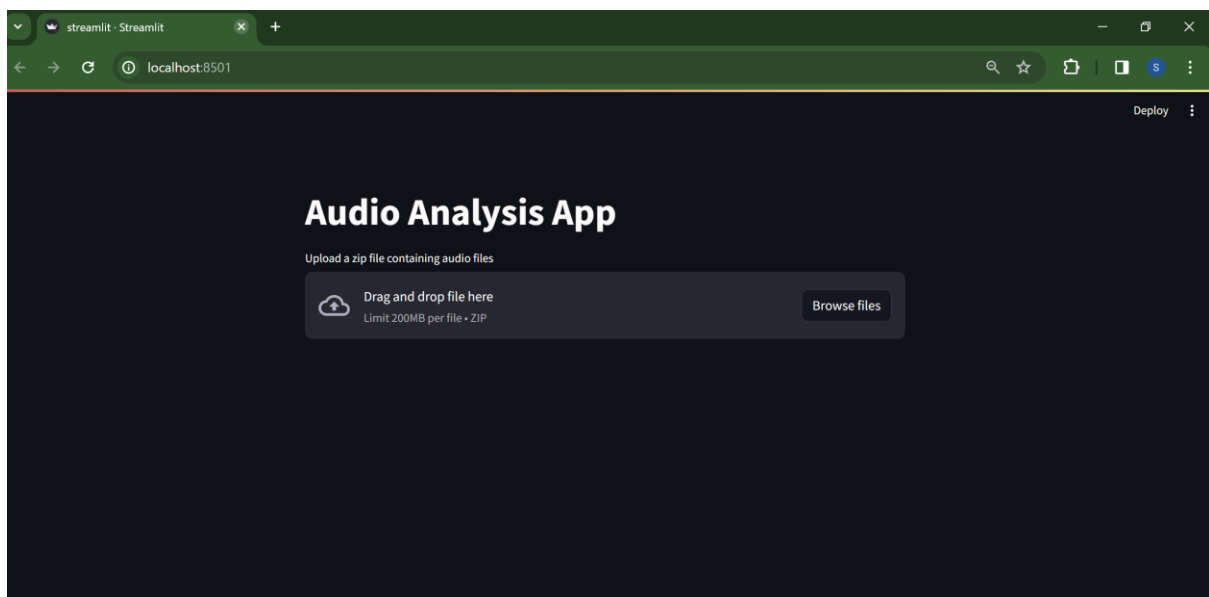
Roll no:21AD052

Task Assigned:

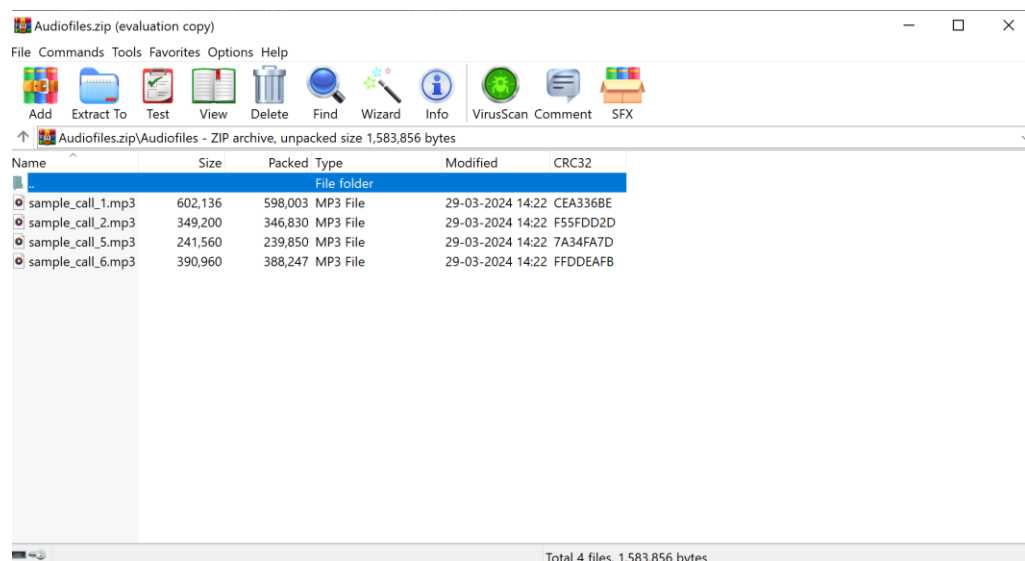
You are tasked with developing a web application for a Generative AI-based Quality Management System (QMS) specifically designed for airline travel call centers. This system will process call recordings to analyze call center operations, leveraging the Lyzr AI API for its generative AI capabilities, focusing on transcribing audio files and extracting meaningful insights from these transcriptions. Your application will calculate various Key Performance Indicators (KPIs) to evaluate the quality of calls and the overall performance of agents. (Take Logical Assumptions whenever needed)

Details about the solution:

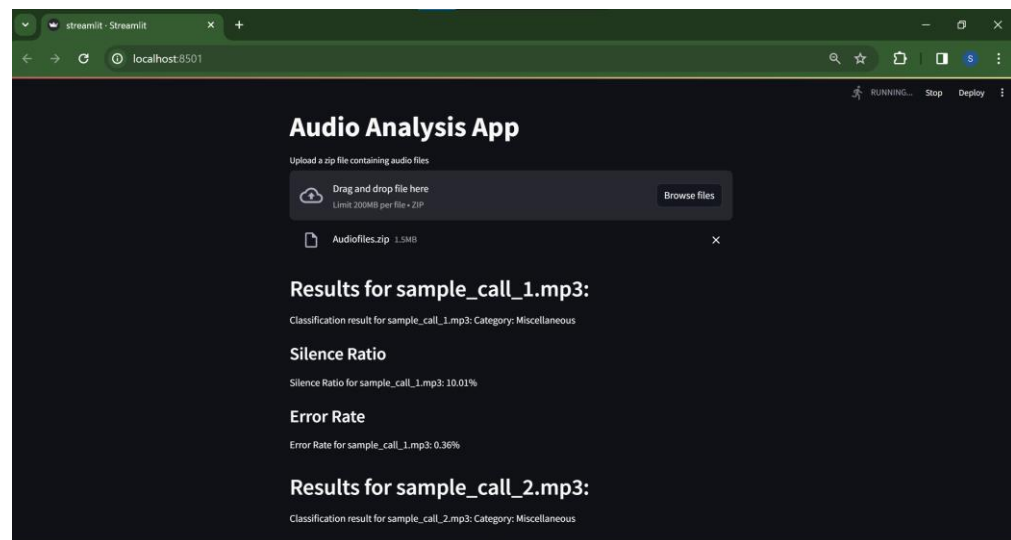
WEB PAGE(Streamlit)

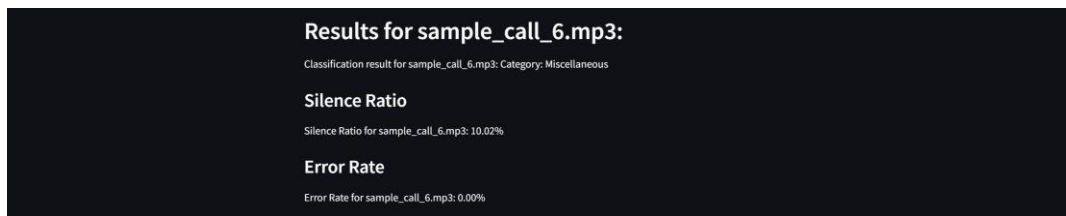
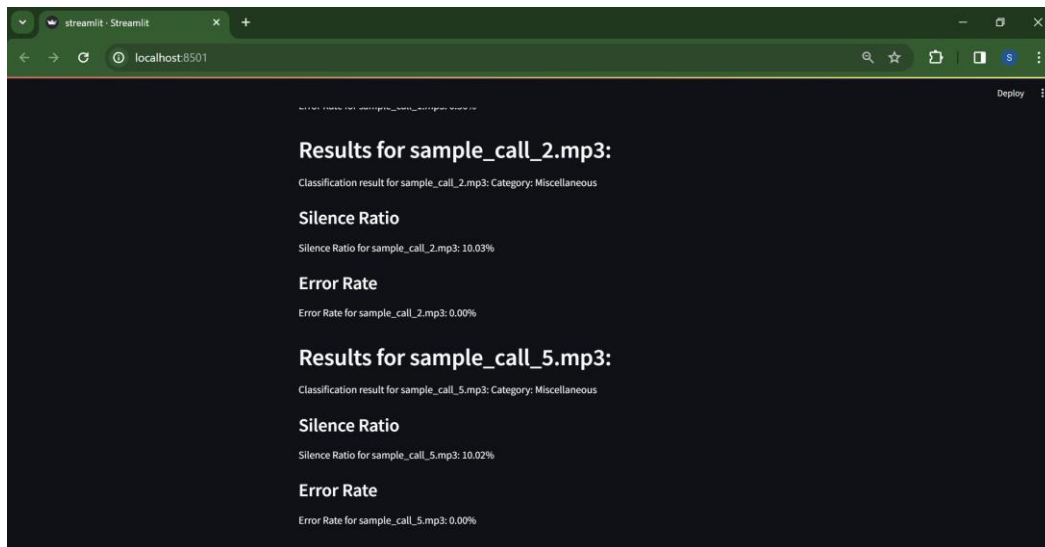


Zip File Evaluation Copy:

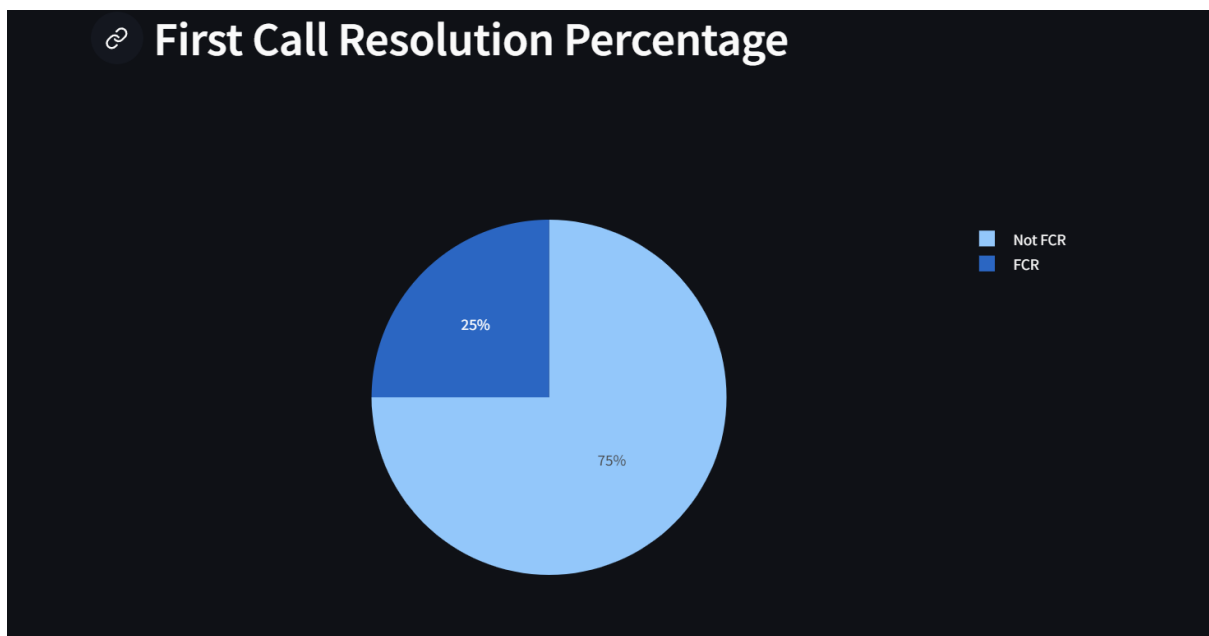


Analyzed Details:

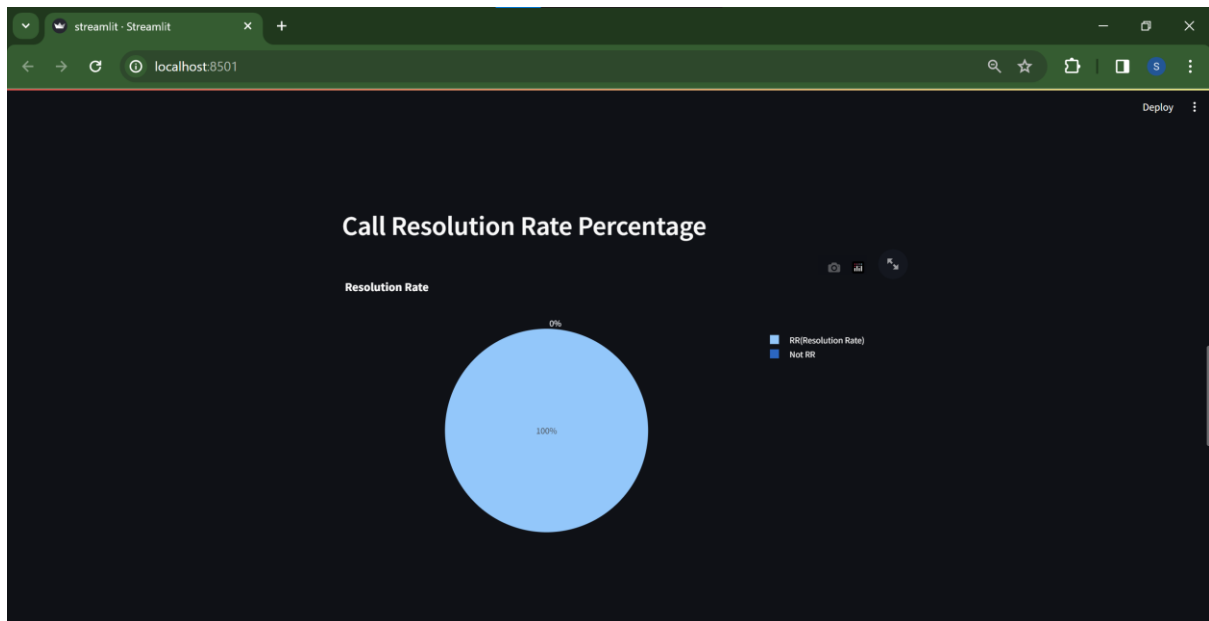




First Call Resolution Percentage:



Call Resolution Rate :



Transfer Rate:



Average Call Duration:



Overrate Calculation:



Customer feedback portal:(Stores data in mongodb)

The screenshot shows a web browser with two tabs: 'streamlit - Streamlit' and 'complaint - Streamlit'. The address bar shows 'localhost:8502'. The page title is 'Customer Feedback'. Below the title, there is a message: 'We appreciate your feedback! Please take a moment to share your experience with us. Your feedback helps us improve our services. Thank you for your time!'. The form contains the following fields: 'Your Name' (text input with value 'Suresh Muthusamy P'), 'Call Rating (1-5)' (range slider with value 4), 'Feedback Category' (dropdown menu with value 'Flight Refund Related'), 'Feedback Details' (text area with value 'I am very Happy with the service provided by the agent handled me'), 'Agent ID' (text input with value '21e01'), and 'Complaint ID' (text input with value '1234'). There is a 'Submit Feedback' button and a 'Press Enter to submit form' hint.

Feedback Retrieval Admin portal

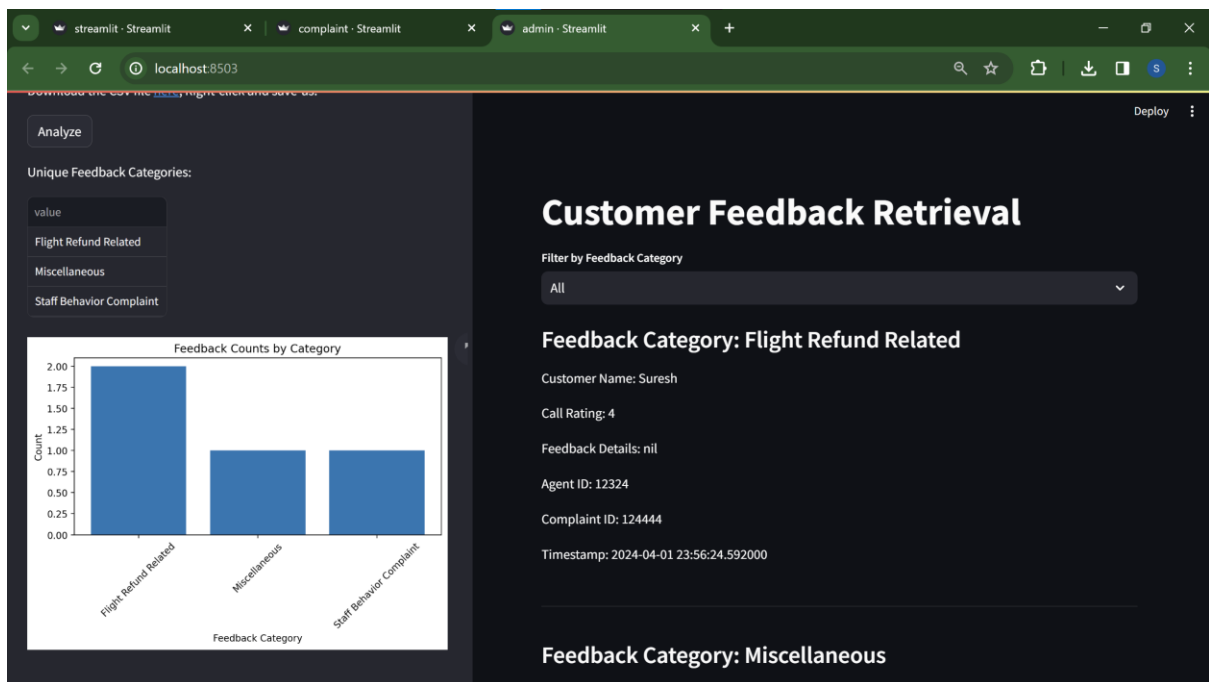
The screenshot shows a web browser with three tabs: 'streamlit - Streamlit', 'complaint - Streamlit', and 'admin - Streamlit'. The address bar shows 'localhost:8503'. The page title is 'Customer Feedback Retrieval'. On the left, there is a sidebar with a message: 'Download the CSV file [here](#). Right-click and save-as.' and an 'Analyze' button. The main content area has a 'Filter by Feedback Category' dropdown menu with value 'All'. Below the filter, the feedback details are displayed: 'Feedback Category: Flight Refund Related', 'Customer Name: Suresh', 'Call Rating: 4', 'Feedback Details: nil', 'Agent ID: 12324', 'Complaint ID: 124444', and 'Timestamp: 2024-04-01 23:56:24.592000'. At the bottom, there is a section titled 'Feedback Category: Miscellaneous'.

Csv Data:

download (36) - Excel Suresh Muthusamy

Timestamp	Customer Name	Call Rating	Feedback Category	Feedback Details	Agent ID	Complaint ID
56:24.6	Suresh	4	Flight Refund Related	nil	12324	124444
01:08.7	Suresh	4	Miscellaneous	nil	12324	124444
13:30.7	sms	4	Staff Behavior Complaint	dhbd	nil	123445
12:21.0	Suresh Muthusamy P	3	Flight Refund Related	I am very Happy with the service provided by the agent handled me	21ei01	1234

Feedback Analysis:



Deployed portal:

