



# 3,13

Average CSAT

agent_errors	intent	Name	satisfaction	score	summary
slow_response,ignored_question	tech_error	hidden_dissatisfaction_1_v1	neutral	2	The agent offered a lengthy self-help manual and refused direct assistance for a technical issue, placing the entire burden of resolution on the client and leading to a resigned, neutral satisfaction.
slow_response,ignored_question	tech_error	hidden_dissatisfaction_1_v2	neutral	2	The agent quickly shifted blame to the client's home network and provided an impractical 100-page manual for self-diagnosis, failing to offer direct assistance and leaving the client feeling unsupported.
slow_response	account_access	hidden_dissatisfaction_3_v1	neutral	3	The agent accurately informed the client about a lengthy 5-day process for email change, which, while secure, was inconvenient and led to a neutral, resigned client satisfaction.
slow_response	account_access	hidden_dissatisfaction_3_v2	neutral	3	The agent clearly explained the process for changing an account email, but the stated 5-day waiting period for this simple request was inconvenient for the client, leading to neutral satisfaction.
rude_tone,slow_response,ignored_question	payment_issue	payment_problem_2_v1	unsatisfied	1	The agent provided a generic, unhelpful response regarding payment processing time, showed no empathy for the client's urgent situation, and abruptly closed the chat, leaving the client unsatisfied.
rude_tone,ignored_question,false_info,slow_response	tech_error	mixed_tech_v1	unsatisfied	1	The agent was highly defensive, denied any system bugs without proper investigation, and failed to de-escalate an extremely angry client, leading to a complete communication breakdown and severe dissatisfaction.
rude_tone,ignored_question,false_info	refund	refund_conflict_v1	unsatisfied	1	The agent was exceptionally rude and unhelpful, flatly refusing a refund request without explanation, ignoring client's rights and questions, and prematurely closing the chat, leading to extreme client outrage.
rude_tone,ignored_question	payment_issue	payment_problem_2_v2	unsatisfied	1	The agent provided a generic, unhelpful response to an urgent payment issue, failed to address the client's distress, and abruptly closed the chat, resulting in complete client dissatisfaction.
rude_tone,ignored_question	refund	refund_conflict_v2	unsatisfied	1	The agent was unhelpful and dismissive, rigidly citing policy without addressing the client's core issue of non-delivery, leading to extreme client anger and dissatisfaction.
rude_tone,false_info,ignored_question	tech_error	mixed_tech_v2	unsatisfied	1	The agent was highly confrontational, immediately denied any system issues, blamed the client, and demanded impossible proof, which severely escalated the client's anger and left the significant financial issue completely unresolved.
rude_tone,false_info,ignored_question	tech_error	tech_problem_v1	unsatisfied	1	The agent was highly unprofessional, blaming the client's 'entry-level' phone for the app issues and implicitly suggesting a hardware upgrade instead of offering proper troubleshooting, leading to extreme client dissatisfaction.
rude_tone,false_info	tech_error	tech_problem_v2	unsatisfied	1	The agent adopted a dismissive and blaming tone, attributing the app's issues solely to the client's 'outdated' device and offering no practical solutions, resulting in high client frustration and dissatisfaction.
none	account_access	access_success_v1	satisfied	5	Agent efficiently handled the urgent request for account access by quickly verifying identity and sending the necessary recovery code.
none	account_access	access_success_v2	satisfied	5	The agent efficiently processed the client's urgent request for account access by sending a recovery code, resolving the issue promptly.
none	other	other_success_v1	satisfied	5	The agent was friendly and provided clear, accurate information regarding holiday working hours, resulting in a highly satisfied client.
none	other	other_success_v2	satisfied	5	The agent provided a prompt, clear, and detailed response to a general inquiry about holiday working hours, which was highly appreciated by the client.
none	payment_issue	payment_success_v1	satisfied	5	Agent quickly identified the payment issue and provided an effective solution (a specific payment link), leading to client satisfaction.
none	payment_issue	payment_success_v2	satisfied	5	The agent quickly identified the payment issue and provided an effective solution, leading to a successful resolution and client satisfaction.
none	refund	refund_success_v1	satisfied	5	The agent handled a complaint about a faulty product with empathy, offered a clear resolution (refund or replacement), and efficiently guided the client through the return process.
none	refund	refund_success_v2	satisfied	5	The agent handled a refund request with empathy and efficiency, offering a convenient solution for product return and ensuring the client felt heard and satisfied with the resolution.
none	tariff_question	mixed_tariff_v1	satisfied	5	The agent effectively engaged with the client, understood their specific needs, and presented a highly suitable tariff with clear benefits, resulting in enthusiastic client satisfaction.
none	tariff_question	mixed_tariff_v2	satisfied	5	The agent skillfully adapted to the client's informal communication style, providing detailed and clear information about the tariff, which resulted in a positive and satisfying interaction.
none	tariff_question	tariff_problem_v1	satisfied	5	Agent provided all requested information clearly and accurately, leading to the client's decision to purchase the subscription.
none	tariff_question	tariff_problem_v2	satisfied	5	The agent clearly and concisely answered all questions regarding the 'Premium' tariff, providing sufficient information for the client to make a positive decision.
none	tariff_question	tariff_success_v1	neutral	5	The agent provided comprehensive and clear answers to all client's detailed questions regarding the tariff, demonstrating excellent product knowledge and communication.
none	tariff_question	tariff_success_v2	satisfied	5	The agent provided exceptionally detailed and transparent answers to all client's questions regarding the tariff, effectively addressing concerns and ensuring high client satisfaction.
none	tech_error	tech_success_pro_v1	satisfied	5	The agent displayed strong technical expertise, effectively communicated with a professional client, accurately diagnosed a complex API issue, and provided a swift resolution with clear updates.
none	tech_error	tech_success_pro_v2	satisfied	5	The agent effectively communicated with a technical client, quickly understood the complex issue, facilitated internal escalation, and confirmed the successful resolution, demonstrating high competence.
none	tech_error	tech_success_v1	satisfied	5	The agent demonstrated excellent patience and clear communication, guiding the client through a technical troubleshooting process to successfully resolve the software issue.
none	tech_error	tech_success_v2	satisfied	5	The agent demonstrated exceptional patience and clarity, guiding a non-technical client through multiple troubleshooting steps, which ultimately led to a successful resolution of a complex technical issue.
ignored_question,rude_tone,false_info	other	mixed_other_v1	unsatisfied	1	The agent repeatedly ignored the client's direct request to delete their account, instead pushing irrelevant upsells and retention offers, which led to extreme client frustration and abandonment of the chat.
ignored_question,rude_tone	other	mixed_other_v2	unsatisfied	1	The agent repeatedly ignored the client's direct request to delete their account, instead pushing aggressive retention offers, which led to extreme client frustration and a complete failure to address the initial query.
ignored_question,rude_tone	payment_issue	payment_conflict_v1	unsatisfied	2	Despite confirming the double payment and initiating a refund, the agent failed to de-escalate the client's anger, repeatedly ignored questions about bank commissions, and did not effectively manage expectations, resulting in high dissatisfaction.
ignored_question,rude_tone	refund	mixed_refund_v2	unsatisfied	2	The agent shifted responsibility for a delayed refund to the client's bank without offering further assistance or empathy, leaving the client feeling dismissed and unsatisfied.
ignored_question,false_info	refund	mixed_refund_v1	unsatisfied	2	The agent immediately shifted responsibility for a delayed refund to the client's bank without offering any internal checks or assistance, leaving the client frustrated and feeling abandoned.
ignored_question	payment_issue	payment_conflict_v2	unsatisfied	2	The agent initiated a refund for a double payment but failed to effectively de-escalate the highly agitated client and could not provide a clear resolution regarding the bank commission, leading to extreme dissatisfaction.
false_info,slow_response,ignored_question	account_access	access_problem_v1	unsatisfied	1	Agent provided an absurdly bureaucratic and unhelpful solution (writing an official letter to the director) for a simple SMS code issue, completely failing to address the client's problem.
false_info,ignored_question	account_access	access_problem_v2	unsatisfied	1	The agent provided an unacceptably bureaucratic and unhelpful solution for a simple account access issue, demanding an official letter instead of offering immediate assistance, leading to client frustration.
false_info,ignored_question	other	hidden_dissatisfaction_2_v2	neutral	2	The agent explained the promo code's early expiration, which contradicted the client's expectations, and offered no alternative, leaving the client feeling that the situation was unfair.
false_info	other	hidden_dissatisfaction_2_v1	neutral	3	The agent correctly identified that the promo code had expired due to a company error in marketing, and offered alternatives, but the client remained neutral due to the initial disappointment.