

Settings

LLM Temperature

0.00

0.70

1.00

LLM Model

gpt-4

GapcloudAI

Actions on your Data

BP Call Transcription

Upload an audio file to get the transcription

Choose an audio file

Drag and drop file here

Limit 200MB per file • M4A, MP3, WAV, FLAC

20240628173600\_61413786122\_jazelle.barcellano@supportteam.com.au\_8259C34208

0:00 / 3:58

Transcription Results:

Transcription(text="Hi, thank you for calling customer service. This is Giselle. How can speaking. I want to change my plan. I've got a phone line attached to my plan, but I don't worries. Let me go ahead and help you change your plan here. Do you have your account num my account number. My account number is 140086. Okay, great. Thank you so much. Can you a Michael Robinson. Thank you so much, Michael. And lastly, your mobile phone number, pleas before we proceed, Michael, I need first to send a verification pin to your SMS and email once you receive that? Can you please repeat that? I'm sorry. I will be sending the one-t you read it back to me, please, once you have it? Okay. Did you receive that, Michael? I l check my email? Okay. Yes, 0827. Only the six-digit code. Oh, sorry. Okay. So, 925467. Ok already verified now, Michael. Are we trying to downgrade your plan or upgrade your plan? but I don't need the phone, the added phone service on the plan. Do you understand what I part, did that get out? I want the same plan, but bear with me. I'm just getting my last l got a \$10 charge for a phone service. Oh, for the home phone. We're trying to cancel your worries about that. We're going to cancel it right away, sir, Michael. Yes, please. Okay, create an NBN order cancellation here, or I mean the hosted voice or home phone cancellat be canceled right away, okay? Great, but my NBN will stay the same, is that correct? It's keep that active, no worries about that. We're only going to cancel the home phone in you So, moving forward, there's no \$10 on your next bill invoice. Excellent. Okay, wonderful. That's all, thank you. You're welcome. If that's all, we're good to go now. Thank you so i rest of your beautiful day. Bye. Thank you so much. Bye. Bye.")

Sentiment:

mixed

- Key Phrases:
- next bill invoice
  - NBN order cancellation
  - home phone cancellation
  - mobile phone number
  - last bill
  - phone line
  - phone service
  - customer service

- Mike Robinson
- complete name
- verification pin
- one-time pin
- six-digit code
- beautiful day
- account number
- Michael Robinson
- same plan
- Transcription
- Giselle
- worries
- SMS
- email
- part
- \$10 charge
- sir
- Anything
- rest
- Bye

**Intent:**

unknown

**Problem Statement:**

No problem statement identified

**Empathy:**

Medium Empathy

**Call Category:**

Category 2: Sales/Churn

Export