1. Phrase Category List

url : /agent\_script/phrases\_category/

Method : GET

2. Add New category

url : /agent\_script/phrases\_category/

Method : POST

Post Body :

{

"category\_name" : "Call Ending"

}

2. Add New Phrase

url : /agent\_script/4c5b1316-204a-45e4-acdf-93b51c12f3cd/phrases/

Method : POST

url paramiter : client id

Post Body :

{

"sentence": "Good Afternoon",

"category": "Greetings"

}

3. List Phrases

url : /agent\_script/4c5b1316-204a-45e4-acdf-93b51c12f3cd/phrases/

Method : GET

url paramiter : client id

4. Edit Phrase item

url : /agent\_script/4c5b1316-204a-45e4-acdf-93b51c12f3cd/phrases/

Method : PUT

url paramiter : client id

Put Body :

{

"phrase\_id": "aa862773-4ded-494f-9b6b-341c24f5a253",

"sentence": "Good Afternoon",

"category": "Greetings"

}

5. delete Phrase item

url : /agent\_script/4c5b1316-204a-45e4-acdf-93b51c12f3cd/phrases/

Method : DELETE

url paramiter : client id

Delete Body :

{

"phrase\_id": "aa862773-4ded-494f-9b6b-341c24f5a253"

}

6. Add Question

url : /agent\_script/4c5b1316-204a-45e4-acdf-93b51c12f3cd/questions/

Method : POST

url paramiter : client id

Post Body :

{

"product": "Loan",

"subject": [

"PAN", "Name", "Date of Birth / DOB"

]

}

7. List All Question

url : /agent\_script/4c5b1316-204a-45e4-acdf-93b51c12f3cd/questions/

Method : GET

url paramiter : client id

8. Delete Question

url : /agent\_script/4c5b1316-204a-45e4-acdf-93b51c12f3cd/questions/

Method : DELETE

url paramiter : question id

Delete Body :

{

"question\_id": "aa862773-4ded-494f-9b6b-341c24f5a253"

}

9. Edit Question

url : /agent\_script/4c5b1316-204a-45e4-acdf-93b51c12f3cd/questions/

Method : PUT

url paramiter : client id

Post Body :

{

"question\_id": "aa862773-4ded-494f-9b6b-341c24f5a253"

"product": "Loan",

"subject": [

"PAN", "Name", "Date of Birth / DOB"

]

}

10. Get Agent Performance Analysis for Specific Audio

url : /agent\_script/3db009f1-f205-4cae-b62b-177fab51af95/get\_analysis/

method : GET

url paramiter : audio id

Response :

{

"phrase\_performance": [

{

"analysis": [

{

"phrase": "Good Morning",

"status": "found",

"matching": 0.631578947368421

},

{

"phrase": "Very good morning",

"status": "not found",

"matching": 0.5833333333333334

},

{

"phrase": "Good Afternoon",

"status": "not found",

"matching": 0.5714285714285714

}

],

"category": "Greetings"

},

{

"analysis": [

{

"phrase": "My name id",

"status": "found",

"matching": 0.631578947368421

},

{

"phrase": "My self",

"status": "not found",

"matching": 0.631578947368421

}

],

"category": "Introduction"

}

],

"question\_asking\_performance": [

{

"subject": "DOB/Date of birth",

"status": "found"

},

{

"subject": "aadhar card number",

"status": "no found"

},

]

}

12. Performance Report

url : /agent\_script/6f11e776-a78f-4c39-b391-473b566063ae/performance\_reports/

Method : GET

Paramiter : Client ID

13. Phrase Verification Passed Call List

url : /agent\_script/<client\_id>/phrase/<phrase\_category>/qualified\_call\_list/

Method : GET

Paramiter : Client ID, Phrase Category

14. Phrase Verification Failed Call List

url : /agent\_script/<client\_id>/phrase/<phrase\_category>/disqualified\_call\_list/

Method : GET

Paramiter : Client ID, Phrase Category

15. Question Verification Passed Call List

url : /agent\_script/<client\_id>/phrase/<question\_subject>/qualified\_call\_list/

Method : GET

Paramiter : Client ID, Question Subject

16. Question Verification Failed Call List

url : /agent\_script/<client\_id>/phrase/<question\_subject>/disqualified\_call\_list/

Method : GET

Paramiter : Client ID, Question Subject