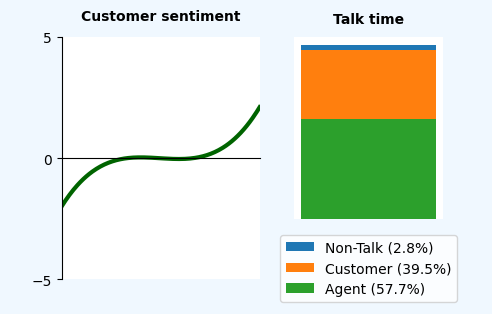
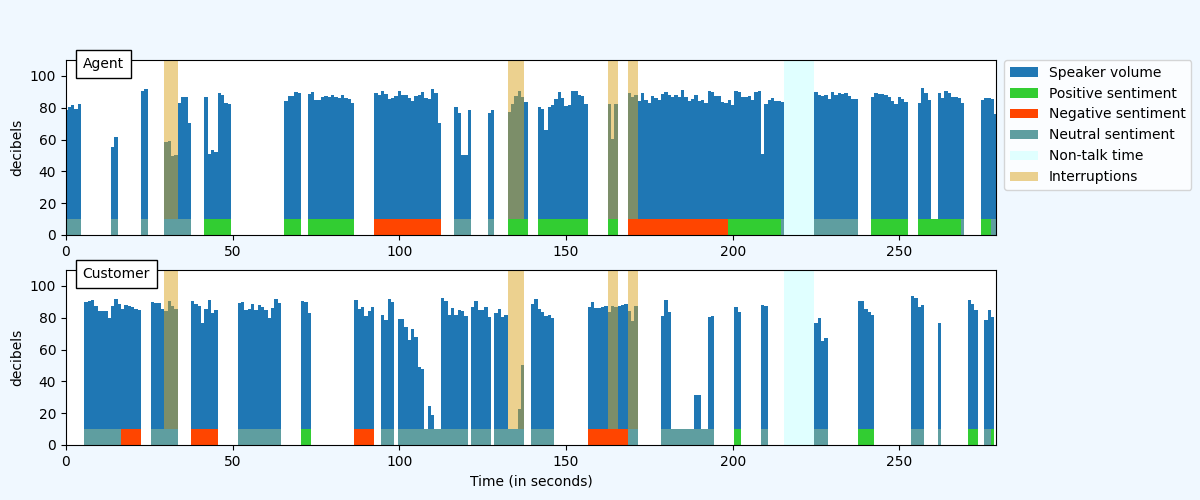


Call Summary

|  |  |
| --- | --- |
| Job Name | example-call |
| Audio Duration | 4m 39.06s |
| Audio Ident | Call Analytics |
| Language | en-US |
| File Format | wav |
| Sample Rate | 8000 Hz |
| Job Created | Wed 04 Aug '21 at 18:10:50 |
| Redaction Mode | PII [redacted] |
| Vocabulary Filter | basic-profanity [mask] |
| Custom Vocabulary | bank-phrases |
| Avg. Confidence | 97.36% |



Conversation Volume Levels with Sentiment and Interruptions



Categories Detected

|  |  |  |
| --- | --- | --- |
| Category | # | Timestamps found at |
| Agent\_Interruption\_4s | 1 | 0:02:13.44 |
| Greeting | 1 | 0:00:00.44 |
| Closing\_Remark | 1 | 0:04:02.4 |

Issues Detected

|  |  |  |
| --- | --- | --- |
| Speaker | Turn Time | Detected Text |
| Customer | 0:00:06.34 | ...cancel my card.... |

Call Sentiment per Quarter of the call

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Speaker | Q1 | Q2 | Q3 | Q4 |
| Agent | 2.1 | -0.7 | 5.0 | 3.0 |
| Customer | -2.0 | 0.0 | 0.0 | 2.1 |

*SENTIMENT: Range from +5 (Positive) to -5 (Negative)*

Overall Speaker Sentiment

|  |  |
| --- | --- |
| Speaker | Sentiment |
| Agent | 2.7 |
| Customer | 0.2 |

Call Transcription

*WORD CONFIDENCE: >= 90% in black, >= 50% in brown, < 50% in red*

| Start | Dur. | Speaker |  | Transcription |
| --- | --- | --- | --- | --- |
| 0:00:00.44 | **[CATEGORY]** Greeting | | | |
| 0:00:00.44 | 4.5s | Agent |  | Hello and thank you for calling The Bank. This is [PII] speaking, how may I help you today? |
| 0:00:06.34 | 10.6s | Customer |  | Hi um uh you just need to **[ISSUE]** cancel my card. Um I have a debit card and a credit card. |
| 0:00:14.84 | 0.2s | Agent |  | Okay. |
| 0:00:16.94 | 5.6s | Customer |  | Um It's my car was broken into and so I need a cancel everything. |
| 0:00:23.4 | 1.9s | Agent |  | Okay and and who am I speaking with? |
| 0:00:26.38 | 7.4s | Customer |  | Oh um This is [PII] [PII]. |
| 0:00:30.94 | 6.1s | Agent |  | **[INTERRUPTION]** Okay [PII]? |
| 0:00:38.24 | 7.2s | Customer |  | [PII] uh I can't think of any words voice. |
| 0:00:42.4 | 7.9s | Agent |  | Perfect. Okay [PII]. And then can you spell that last part again for me? |
| 0:00:52.4 | 12.9s | Customer |  | Um I'll start over A. [PII] [PII] [PII] [PII] [PII]. [PII]. |
| 0:01:06.24 | 4.4s | Agent |  | Perfect. And your first name one more time just since we spent so much time on that last name? |
| 0:01:11.34 | 2.3s | Customer |  | Yeah. Um uh [PII] thanks |
| 0:01:13.44 | 13.3s | Agent |  | [PII]? Perfect, thank you so much [PII] for spelling that out for me. Okay so [PII] you have a credit card and a debit card and you needed to check on those because your car was broken into and and you don't have those cards anymore, is that correct? |
| 0:01:27.4 | 5.8s | Customer |  | Yeah, it's my bag was stolen so I need to just um stop cancel them. |
| 0:01:33.24 | 5.2s | Agent |  | Got you Okay [PII] I'm so sorry to hear that about your um bag getting stolen. |
| 0:01:35.24 | 3.0s | Customer |  | Yeah. What? |
| 0:01:38.67 | 13.4s | Agent |  | I know that's such a bummer um so let me just get in real quick and pull up your information and we can get started on cancelling those cards, so just to verify um who I'm speaking to here and get your account, Can you give me your address please? |
| 0:01:40.4 | 20.7s | Customer |  | Mhm. Yeah. Uh yeah. [PII] [PII]. |
| 0:01:57.44 | 4.2s | Agent |  | Mhm. Mhm. |
| 0:02:02.94 | 4.5s | Customer |  | [PII] [PII]. |
| 0:02:07.64 | 0.5s | Agent |  | Mhm. |
| 0:02:09.44 | 8.5s | Customer |  | [PII] [PII] Okay. |
| 0:02:13.44 | **[CATEGORY]** Agent\_Interruption\_4s | | | |
| 0:02:13.44 | 5.5s | Agent |  | **[INTERRUPTION]** Perfect, thank you [PII] and then just the last four of your social just to verify for me? |
| 0:02:20.34 | 5.7s | Customer |  | Uh Five nine 32 |
| 0:02:22.54 | 14.0s | Agent |  | Mhm. Perfect. Okay [PII] I've got your account pulled up there, thank you so much for that information. Alright and when did you lose your cards? When did um you notice that your bag was taken? |
| 0:02:37.44 | 11.7s | Customer |  | It like just happened like I'm I'm, you know, making all these calls, I just came back to my car and it's the windows smashed out and I was in the park for like 1/2 an hour maybe. |
| 0:02:43.24 | 2.7s | Agent |  | **[INTERRUPTION]** Perfect, yep. |
| 0:02:49.13 | 2.8s | Customer |  | So it just happens. |
| 0:02:49.84 | 28.6s | Agent |  | **[INTERRUPTION]** Absolutely so got you um so I don't see any purchases on your account um any later than yesterday so if you don't remember using either of those cards um anytime more recently than yesterday, um We should be good that they don't seem to be any additional charges on those cards um since it's been taken from you or since they've been lost, so that all looks good and I did go ahead and cancel them immediately as soon as I went in. |
| 0:02:59.94 | 14.6s | Customer |  | Okay. Okay. |
| 0:03:18.45 | 4.9s | Agent |  | So those cards are already cancelled, You don't need to worry about someone using them. |
| 0:03:21.34 | 1.6s | Customer |  | Okay thank you. |
| 0:03:23.31 | 12.4s | Agent |  | You're absolutely welcome. Okay so now what we need to do is we need to get your new cards right so we need to replace the credit card and the debit card here? |
| 0:03:29.84 | 0.9s | Customer |  | Yes please. |
| 0:03:35.69 | 15.5s | Agent |  | One moment. Alright, [PII], would you like those new cards sent to the address we have on file for you and we'll get those out to you. |
| 0:03:45.94 | 2.3s | Customer |  | Okay. Okay. |
| 0:03:51.20 | 6.5s | Agent |  | They should arrive in the mail to you by this friday by the end of this um work week, does that work for you? |
| 0:03:58.74 | 4.1s | Customer |  | Oh yeah no that's a faster than I was expecting so thank you. |
| 0:04:02.4 | **[CATEGORY]** Closing\_Remark | | | |
| 0:04:02.4 | 10.6s | Agent |  | Okay, perfect. You're very welcome. So I've got that all set up in your new cards are on the way your old cards are cancelled and is there anything else I can do for you today, [PII]? |
| 0:04:14.17 | 3.6s | Customer |  | No that's all nothing else you can do. |
| 0:04:16.74 | 12.8s | Agent |  | Okay. Yeah absolutely well best of luck with everything and I'm sorry you had a rough go of it there but I hope um you get it all taken care of and have a good rest of your day. |
| 0:04:22.54 | 0.4s | Customer |  | Mm. |
| 0:04:29.50 | 0.5s | Agent |  | Okay |
| 0:04:31.4 | 2.3s | Customer |  | Yeah. Well alright thank you. |
| 0:04:35.74 | 1.7s | Agent |  | okay thank you. |
| 0:04:36.94 | 0.6s | Customer |  | Bye bye. |
| 0:04:37.47 | 1.1s | Agent |  | Have a good one bye bye. |
| 0:04:37.50 | 1.1s | Customer |  | Thanks. Okay. |
| 0:04:38.94 | 0.1s | Agent |  | Okay |

Word Confidence Scores

|  |  |  |
| --- | --- | --- |
| Confidence | Count | Percentage |
| 98% - 100% | 597 | 87.15% |
| 90% - 97% | 45 | 6.57% |
| 80% - 89% | 14 | 2.04% |
| 70% - 79% | 11 | 1.61% |
| 60% - 69% | 4 | 0.58% |
| 50% - 59% | 6 | 0.88% |
| 40% - 49% | 2 | 0.29% |
| 30% - 39% | 5 | 0.73% |
| 20% - 29% | 1 | 0.15% |
| 10% - 19% | 0 | 0.0% |
| 0% - 9% | 0 | 0.0% |

