

■ Agent Number: 5754002498726

■ Agent Performance

Metric	Value
Total Calls Handled	2
Average Call Duration	15.2 seconds
CSAT (Customer Satisfaction Score)	0.0%

■ Sentiment Analysis

Sentiment	Count
Positive	0
Neutral	0
Negative	4

■ Conversation Analysis

Metric	Value
Conversation Flow Score	90.0
Question-to-Statement Ratio	1.1600000000000001
Resolution Path Efficiency	140.0

■ Per-Call Analysis

■ Call 1 (Duration: 15.2 seconds)

spk_0: Hello, on my emergency. (Duration: 1.97s)
spk_0: Hello. (Duration: 0.7s)
spk_0: Hello. (Duration: 0.81s)
spk_0: Hello, sir. (Duration: 1.01s)
spk_1: If I (Duration: 0.93s)
spk_0: And they call thing sir and the ban on together, sir. (Duration: 4.56s)
spk_1: Calling the my particular I tell me. (Duration: 3.22s)
spk_1: You get the money by a month. (Duration: 2.0s)

Metric	Value
Sentiment	Negative
Conversation Flow Score	30

Question-to-Statement Ratio	0.33
Resolution Path Efficiency	40

■ **Call 2 (Duration: 15.2 seconds)**

spk_0: Hello, on my emergency. (Duration: 1.97s)

spk_0: Hello. (Duration: 0.7s)

spk_0: Hello. (Duration: 0.81s)

spk_0: Hello, sir. (Duration: 1.01s)

spk_1: If I (Duration: 0.93s)

spk_0: And they call thing sir and the ban on together, sir. (Duration: 4.56s)

spk_1: Calling the my particular I tell me. (Duration: 3.22s)

spk_1: You get the money by a month. (Duration: 2.0s)

Metric	Value
Sentiment	Negative
Conversation Flow Score	20
Question-to-Statement Ratio	0.33
Resolution Path Efficiency	40

■ Agent Number: 9154246028

■ Agent Performance

Metric	Value
Total Calls Handled	3
Average Call Duration	33.64 seconds
CSAT (Customer Satisfaction Score)	66.67%

■ Sentiment Analysis

Sentiment	Count
Positive	2
Neutral	4
Negative	0

■ Conversation Analysis

Metric	Value
Conversation Flow Score	235.0
Question-to-Statement Ratio	1.6
Resolution Path Efficiency	240.0

■ Per-Call Analysis

■ Call 1 (Duration: 36.75 seconds)

spk_0: Hello (Duration: 1.04s)

spk_1: hello hello. Good evening, ma'am. (Duration: 1.55s)

spk_1: Hello. (Duration: 0.88s)

spk_0: Hello (Duration: 0.79s)

spk_1: hello, good evening, sir. Good evening. I'm from. (Duration: 5.0s)

spk_0: OK, OK, thank you, thank you for calling. (Duration: 2.52s)

spk_0: Uh, (Duration: 0.28s)

spk_1: it's OK, sir, is everything fine right sir? (Duration: 2.22s)

spk_0: Yes, yes, it is fine. No problem. (Duration: 1.87s)

spk_1: Yeah manager also responding for everything, sir. (Duration: 2.28s)

spk_0: Ah, yes, yes, yes. When I call he is there, no problem. (Duration: 4.06s)

spk_1: OK, sir. If you want any requirement, call me this number, (Duration: 3.28s)

spk_0: sir. Did you (Duration: 1.05s)

spk_1: say this number, sir? (Duration: 1.04s)

spk_0: OK, I'll save it. (Duration: 1.22s)
spk_1: OK, sir. OK, OK, sir. Take care, bye. Thank you. Bye bye. (Duration: 7.67s)

Metric	Value
Sentiment	Positive
Conversation Flow Score	85
Question-to-Statement Ratio	0.33
Resolution Path Efficiency	90

■ **Call 2 (Duration: 24.54 seconds)**

spk_0: Hello (Duration: 1.35s)
spk_1: hello. (Duration: 7.62s)
spk_1: And. (Duration: 1.45s)
spk_1: Ah, (Duration: 0.48s)
spk_0: OK, I'm. (Duration: 1.14s)
spk_1: Thank you for calling. Uh, OK, (Duration: 1.83s)
spk_0: if you want any requirement, call (Duration: 1.73s)
spk_1: me. Oh, sure, sure, OK. (Duration: 2.31s)
spk_0: Did you share this number, ma'am? (Duration: 1.8s)
spk_1: Yeah, (Duration: 0.6s)
spk_0: OK, OK, save this number, um (Duration: 2.87s)
spk_1: OK. (Duration: 1.36s)

Metric	Value
Sentiment	Neutral
Conversation Flow Score	70
Question-to-Statement Ratio	0.5
Resolution Path Efficiency	80

■ **Call 3 (Duration: 39.62 seconds)**

spk_0: Hello (Duration: 0.4s)
spk_1: Hello. (Duration: 1.23s)
spk_0: Yes. (Duration: 4.38s)
spk_0: Huh? (Duration: 0.79s)
spk_1: Varkanan in some. (Duration: 2.09s)
spk_0: I'm a bully. (Duration: 1.08s)
spk_1: Uh, sir, is everything OK, sir? (Duration: 1.85s)
spk_0: No, everything is (Duration: 0.76s)
spk_1: fine. (Duration: 0.44s)
spk_1: Uh, sir, did what is working good, sir? (Duration: 2.62s)
spk_0: Uh, sometimes it gives false alarm to you. I don't know how. (Duration: 3.25s)
spk_1: OK sir, maybe it was no automatically pressed. It's OK, sir. It's everything fine (Duration: 6.12s)
spk_0: right sir, I, I didn't trust my watch at all. (Duration: 2.88s)
spk_0: But suddenly it shows as soon as I don't know (Duration: 2.93s)
spk_1: how. (Duration: 0.81s)
spk_1: It's OK, sir I'll leave it. No, it's everything fine, right, (Duration: 3.04s)
spk_0: sir? (Duration: 0.27s)
spk_0: OK (Duration: 0.02s)
spk_0: OK (Duration: 1.08s)
spk_1: OK good night sir bye. (Duration: 1.05s)
spk_0: Thank you

Metric	Value
Sentiment	Neutral
Conversation Flow Score	60
Question-to-Statement Ratio	0.5
Resolution Path Efficiency	70

■ Agent Number: 9154974988

■ Agent Performance

Metric	Value
Total Calls Handled	8
Average Call Duration	47.21 seconds
CSAT (Customer Satisfaction Score)	0.0%

■ Sentiment Analysis

Sentiment	Count
Positive	0
Neutral	16
Negative	0

■ Conversation Analysis

Metric	Value
Conversation Flow Score	515.0
Question-to-Statement Ratio	4.42
Resolution Path Efficiency	580.0

■ Per-Call Analysis

■ Call 1 (Duration: 71.28 seconds)

spk_0: Hello, uh good evening, sir. Michelle Wakar on it. (Duration: 9.93s)

spk_0: Uh, so we have place with Kolkata, (Duration: 1.98s)

spk_1: uh, Jakar sir, yeah, we are. (Duration: 0.15s)

spk_0: The working career. OK, OK. (Duration: 3.65s)

spk_0: Or anti case is an. (Duration: 8.51s)

spk_0: OK, OK. Krishnara and. (Duration: 4.98s)

spk_0: OK OK uh. (Duration: 22.83s)

spk_0: So are we able to be to call the to be here. (Duration: 5.85s)

spk_1: OK, OK, like. (Duration: 2.88s)

spk_1: I (Duration: 0.02s)

spk_0: I. (Duration: 0.05s)

spk_1: OK. (Duration: 0.71s)

spk_0: OK. (Duration: 0.83s)

spk_1: OK, (Duration: 0.56s)

spk_1: very exactly. OK sir OK thank you, sir. OK. (Duration: 8.35s)

Metric	Value
Sentiment	Neutral
Conversation Flow Score	65
Question-to-Statement Ratio	0.33
Resolution Path Efficiency	75

■ **Call 2 (Duration: 122.91 seconds)**

spk_0: Hello (Duration: 0.84s)
spk_1: hello. (Duration: 7.74s)
spk_1: Uh, wearta Jakaram. (Duration: 2.9s)
spk_0: Any chicken (Duration: 1.05s)
spk_0: You. (Duration: 1.49s)
spk_1: How many? (Duration: 0.75s)
spk_1: That's a, yeah. (Duration: 3.26s)
spk_0: OK. (Duration: 3.68s)
spk_0: OK. (Duration: 9.05s)
spk_0: Mhm. (Duration: 4.39s)
spk_1: Um, we were wrong. I don't remember (Duration: 2.36s)
spk_0: what we were or I. (Duration: 6.95s)
spk_0: That's the way I. (Duration: 8.24s)
spk_0: I would have to be next month or (Duration: 10.07s)
spk_1: April May June. (Duration: 1.55s)
spk_0: Ah, well that. (Duration: 1.74s)
spk_1: uh. (Duration: 6.67s)
spk_0: Ah, servicing. (Duration: 10.31s)
spk_1: We say. (Duration: 5.42s)
spk_1: So taco. (Duration: 1.52s)
spk_0: Wow. (Duration: 0.02s)
spk_1: Uh, will be. (Duration: 0.14s)
spk_0: Mm. (Duration: 3.99s)
spk_1: Um, we have to but I go. (Duration: 4.39s)
spk_0: What I need to let you know. (Duration: 2.23s)
spk_1: uh. (Duration: 8.52s)
spk_0:

Metric	Value
Sentiment	Neutral
Conversation Flow Score	60
Question-to-Statement Ratio	0.5
Resolution Path Efficiency	70

■ **Call 3 (Duration: 63.03 seconds)**

spk_0: Hello (Duration: 1.15s)
spk_1: hello. Good evening. (Duration: 8.7s)
spk_0: I think because uh. (Duration: 1.67s)
spk_0: it's just not. (Duration: 4.72s)
spk_1: But and then. (Duration: 1.86s)
spk_0: Uh. (Duration: 9.69s)
spk_1: Mm, maybe. (Duration: 0.99s)
spk_0: OK, OK. (Duration: 1.01s)
spk_0: Uh. (Duration: 2.21s)
spk_1: Mhm. (Duration: 13.17s)
spk_0: Mhm (Duration: 0.74s)
spk_1: You can do it. (Duration: 5.28s)
spk_0: Mhm. (Duration: 4.5s)
spk_1: Mm, I (Duration: 0.66s)
spk_0: see. (Duration: 0.05s)
spk_0: Thank you. (Duration: 5.99s)
spk_1: Thank you. (Duration: 0.64s)

Metric	Value
Sentiment	Neutral
Conversation Flow Score	40
Question-to-Statement Ratio	0.25
Resolution Path Efficiency	70

■ **Call 4 (Duration: 12.63 seconds)**

spk_0: Hello (Duration: 1.95s)

spk_1: hello sir, uh, watch. (Duration: 0.12s)

spk_0: Uh, OK, well I tell it in my. (Duration: 2.9s)

spk_1: watch a battery A28% only but charging but. (Duration: 5.8s)

spk_1: Charge (Duration: 0.04s)

spk_0: is how are you. (Duration: 0.1s)

spk_1: Thank you sir. (Duration: 0.04s)

spk_0: OK. (Duration: 0.7s)

spk_0: I know (Duration: 0.98s)

Metric	Value
Sentiment	Neutral
Conversation Flow Score	50
Question-to-Statement Ratio	0.33
Resolution Path Efficiency	60

■ **Call 5 (Duration: 67.13 seconds)**

spk_0: Hello hello, uh good evening. (Duration: 5.76s)

spk_1: OK, OK, OK, somebody, I think, uh, reminded me I I think I forgot to that. I'll we'll get it. Thank (Duration: 22.03s)

spk_0: you. OK, thank you. (Duration: 1.95s)

spk_1: I say hello hello hello I want he's been messaging me, uh, in the group are they have a complimentary health checkup. (Duration: 9.98s)

spk_1: Only honey, so I asked him only for about 3 tests, not all the tests. He said it is not possible, but then I messaged him again today morning that, uh, we'll get it done after 2-3 months now, uh, um, is it possible? I mean, and I'm questioned him. I think he didn't reply yet. OK, OK, OK, OK, thank you. (Duration: 26.92s)

spk_0: Thank you. (Duration: 0.49s)

Metric	Value
Sentiment	Neutral
Conversation Flow Score	70
Question-to-Statement Ratio	0.75
Resolution Path Efficiency	80

■ **Call 6 (Duration: 19.84 seconds)**

spk_0: Hello. (Duration: 0.82s)

spk_0: Good uh charging in. (Duration: 10.74s)

spk_1: Oh, so one was so tan. (Duration: 2.01s)

spk_0: How charging my voice. (Duration: 3.04s)

spk_1: I'm perfect. (Duration: 0.39s)

spk_0: OK. (Duration: 0.05s)

spk_1: So I don't know like a little nanny. (Duration: 2.79s)

Metric	Value
Sentiment	Neutral
Conversation Flow Score	70
Question-to-Statement Ratio	0.5
Resolution Path Efficiency	60

■ **Call 7 (Duration: 2.2 seconds)**

spk_0: Your call has been forwarded to voicemail. (Duration: 2.2s)

Metric	Value
Sentiment	Neutral
Conversation Flow Score	95
Question-to-Statement Ratio	0.0
Resolution Path Efficiency	100

■ **Call 8 (Duration: 18.64 seconds)**

spk_0: Hello (Duration: 1.65s)

spk_1: hello. Good evening, uh, sir, uh, the, uh, piece of watch together, the battery in the charging with sir. (Duration: 2.91s)

spk_0: Uh, and, yeah, but uh what what day is that, uh, no, no, are these 0% or 52 bitcoin. (Duration: 11.48s)

spk_0: We charging but. (Duration: 1.89s)

spk_0: Yeah (Duration: 0.36s)

spk_0: My (Duration: 0.35s)

Metric	Value
Sentiment	Neutral
Conversation Flow Score	55
Question-to-Statement Ratio	0.33
Resolution Path Efficiency	70

■ Agent Number: 9805826777

■ Agent Performance

Metric	Value
Total Calls Handled	2
Average Call Duration	77.35 seconds
CSAT (Customer Satisfaction Score)	150.0%

■ Sentiment Analysis

Sentiment	Count
Positive	3
Neutral	1
Negative	0

■ Conversation Analysis

Metric	Value
Conversation Flow Score	140.0
Question-to-Statement Ratio	1.3599999999999999
Resolution Path Efficiency	170.0

■ Per-Call Analysis

■ Call 1 (Duration: 77.35 seconds)

spk_0: Hello Anviya. (Duration: 0.99s)
spk_0: Hello. Yes, sir. (Duration: 1.99s)
spk_0: Hello. Yes, sir. Am I audible? (Duration: 2.54s)
spk_0: Hajii. (Duration: 1.67s)
spk_0: Hello. Yes, sir. Hello? (Duration: 2.16s)
spk_0: Hello Haji Carmen. (Duration: 1.93s)
spk_0: Yes sir, yes sir, you're audible, much audible. Am I audible to you? (Duration: 5.43s)
spk_0: Can you talk to Hindi, please? (Duration: 1.73s)
spk_0: Just a minute. (Duration: 1.24s)
spk_1: Hello? (Duration: 0.58s)
spk_1: Hi sir (Duration: 0.4s)
spk_0: this is. (Duration: 1.25s)
spk_0: Uh, Motorola. (Duration: 5.08s)
spk_1: Yeah, so, yeah, and delicate we say. (Duration: 2.46s)

spk_0: Mola. (Duration: 3.06s)

spk_1: 98. (Duration: 0.9s)

spk_1: I'm elderly service. I'm located, uh, I'm located as will provide that. (Duration: 4.64s)

spk_0: Acha (Duration: 0.69s)

spk_0: this is a Motorola mobile we complained that 99. (Duration: 6.5s)

spk_0: Mhm (Duration: 0.02s)

spk_1: I'm 360 degrees elderly service provider there like car

Metric	Value
Sentiment	Positive
Conversation Flow Score	70
Question-to-Statement Ratio	0.5
Resolution Path Efficiency	80

■ **Call 2 (Duration: 77.35 seconds)**

spk_0: Hello Anviya. (Duration: 0.99s)
spk_0: Hello. Yes, sir. (Duration: 1.99s)
spk_0: Hello. Yes, sir. Am I audible? (Duration: 2.54s)
spk_0: Hajii. (Duration: 1.67s)
spk_0: Hello. Yes, sir. Hello? (Duration: 2.16s)
spk_0: Hello Haji Carmen. (Duration: 1.93s)
spk_0: Yes sir, yes sir, you're audible, much audible. Am I audible to you? (Duration: 5.43s)
spk_0: Can you talk to Hindi, please? (Duration: 1.73s)
spk_0: Just a minute. (Duration: 1.24s)
spk_1: Hello? (Duration: 0.58s)
spk_1: Hi sir (Duration: 0.4s)
spk_0: this is. (Duration: 1.25s)
spk_0: Uh, Motorola. (Duration: 5.08s)
spk_1: Yeah, so, yeah, and delicate we say. (Duration: 2.46s)
spk_0: Mola. (Duration: 3.06s)
spk_1: 98. (Duration: 0.9s)
spk_1: I'm elderly service. I'm located, uh, I'm located as will provide that. (Duration: 4.64s)
spk_0: Acha (Duration: 0.69s)
spk_0: this is a Motorola mobile we complained that 99. (Duration: 6.5s)
spk_0: Mhm (Duration: 0.02s)
spk_1: I'm 360 degrees elderly service provider there like car

Metric	Value
Sentiment	Positive
Conversation Flow Score	70
Question-to-Statement Ratio	0.6
Resolution Path Efficiency	80