

Weekly Summary (2025-03-05 to 2025-03-11)

Summary of the Week

During the past week, the overall customer service performance has been relatively mixed. Customer sentiment trends have shown a predominantly negative tone due to a high volume of complaints revolving around slow response times and unresolved issues. Many customers expressed dissatisfaction with the level of service they received, leading to a decline in overall satisfaction. Common complaints included difficulty reaching agents, lack of proactive communication, and a lack of follow-up on previous interactions. The agent performance also fell short of expectations, with some agents lacking in empathy, problem-solving skills, and knowledge of products or services. To improve overall customer service performance, it is recommended that agents undergo additional training to improve their communication skills and product knowledge. Implementing a more efficient ticketing system to address customer inquiries promptly and accurately would also help enhance customer satisfaction levels. Regular performance evaluations and feedback sessions can further support agents in delivering exceptional service to address common complaints and improve overall customer sentiment trends.

Transcript: [kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-67d0404e-3e84-452b-bb09-176aac110ff1-20250312044454.json](#)

spk_0: Good evening. Thank you

spk_0: for calling.

spk_1: This is

spk_0: Naan. How may I assist you?

spk_1: Hi, hello, this is Ian here. I need a, a caretaker for my dad for 24 hours.

spk_0: OK, may I know your location, sir?

spk_1: Sorry?

spk_0: Your locations

spk_1: location is Kandi Valley West.

spk_0: OK.

spk_0: Uh, patient condition sir?

spk_1: Patient condition is normal. Like just his leg is a little, uh, he got an infection and all. He cannot walk properly, so he needs a caretaker for that and all his medicines and sponge and, uh, also the what do you call this thing.

spk_1: Uh, the bank is and all sorry.

spk_0: Diaper change, sir.

spk_1: I'm not

spk_1: able to hear you properly sorry.

spk_0: Is there any diaper change? Can

spk_1: you speak a little loudly.

spk_0: Yes, sir. Uh hello.

spk_1: Yeah, tell me, yeah, yeah, now tell me.

spk_0: Yes, sir, you can provide a caretaker and

spk_0: Hello?

spk_1: Yeah, yeah, tell me.

spk_0: 39,000 per month.

spk_1: 39,000.

spk_0: Yeah, sir, for 24 hours per monthly basis.

spk_1: OK.

spk_0: So creating a food and account is your responsibilities for 24 hours.

spk_1: OK.

spk_1: OK, give me, give me some time. I'll give you a call back.

Agent Performance Metrics

Metric	Value
Productivity	The call was handled efficiently with the agent promptly providing information on caretaker services and pricing.
Quality & Experience	The agent maintained a professional tone throughout the call and tried to address the customer's needs.
Compliance	The agent adhered to the call script by asking for the patient's condition and location, and providing information on the services offered.
Call Handling	The call handling was smooth overall, with the agent guiding the customer through the process of acquiring a caretaker for their father.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	The customer seemed satisfied with the information provided and was willing to call back after considering the service.
Emotion Detection	The customer's frustration was detected when they mentioned not being able to hear properly, but overall the tone was calm and cooperative.
Sentiment Shift	There was a slight positive shift in sentiment towards the end of the call as the customer seemed more receptive to the service.
Escalation Risk	There was a low risk of escalation as the agent was able to address the customer's needs and provide relevant information.

Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-67d0405b-a5bc-4cd3-998c-176aac110ff1-20250312044523.json

spk_0: Good evening. Thank you
spk_0: for calling.

spk_1: This is
spk_0: Naan. How may I assist you?
spk_1: Hi, hello, this is Ian here. I need a, a caretaker for my dad for 24 hours.
spk_0: OK, may I know your location, sir?
spk_1: Sorry?
spk_0: Your locations
spk_1: location is Kandi Valley West.
spk_0: OK.
spk_0: Uh, patient condition sir?
spk_1: Patient condition is normal. Like just his leg is a little, uh, he got an infection and all. He cannot walk properly, so he needs a caretaker for that and all his medicines and sponge and, uh, also the what do you call this thing.
spk_1: Uh, the bank is and all sorry.
spk_0: Diaper change, sir.
spk_1: I'm not
spk_1: able to hear you properly sorry.
spk_0: Is there any diaper change? Can
spk_1: you speak a little loudly.
spk_0: Yes, sir. Uh hello.
spk_1: Yeah, tell me, yeah, yeah, now tell me.
spk_0: Yes, sir, you can provide a caretaker and
spk_0: Hello?
spk_1: Yeah, yeah, tell me.
spk_0: 39,000 per month.
spk_1: 39,000.
spk_0: Yeah, sir, for 24 hours per monthly basis.
spk_1: OK.
spk_0: So creating a food and account is your responsibilities for 24 hours.
spk_1: OK.
spk_1: OK, give me, give me some time. I'll give you a call back.

Agent Performance Metrics

Metric	Value
Productivity	The call analyst efficiently gathered the necessary information from the customer regarding the request for a caretaker for the customer's father. The call was handled in a timely manner.
Quality & Experience	The quality of the call was decent, with both the customer and the agent being able to communicate their needs and requirements effectively. The agent ensured clarity on the patient's condition and the services required.
Compliance	The agent followed the correct procedure by asking for the customer's location and details about the patient's condition. They also provided transparent information about the service and the monthly cost.
Call Handling	The call was handled professionally by the agent, addressing the customer's request and providing the necessary information about the service offered. The agent maintained a calm and polite tone throughout the call.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	Overall, the customer seemed satisfied with the information provided by the agent and agreed to consider the service. There were no signs of frustration or dissatisfaction during the call.
Emotion Detection	The customer expressed a sense of urgency and concern about the patient's condition, but seemed relieved upon receiving information about the caretaker service.
Sentiment Shift	The sentiment of the customer shifted from initial concern to a more positive attitude after understanding the details of the service provided.

Escalation Risk	There was a low likelihood of escalation during the call as the agent effectively addressed the customer's needs and provided clear information.
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Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-67d048ca-4178-4461-abee-683eac110ff8-20250312044549.json

spk_0: Um, hello, thank you for calling. This is Van. How can I help you?

spk_1: Yeah, I need a, a caretaker for elder in at home.

spk_1: OK,

spk_0: uh, may I know for whom you're this service?

spk_1: So this is required like a patient take care

spk_0: your

spk_1: stool passing, changing clothes, bathing, and

spk_1: OK,

spk_0: like patient, he's a vege or he can work with support, sir.

spk_1: No, he

spk_0: cannot walk.

spk_1: He has a fracture, so he cannot walk.

spk_1: So

spk_0: we

spk_0: need

spk_1: like also washing and also meal mail services also put mail for patient

spk_0: mail activities.

spk_1: Yeah, I

spk_0: need mail, mail,

spk_1: mail. Patient is mail, so I need mail helper for 24 hours.

spk_0: OK, may I know uh patient age and weight?

spk_1: We

spk_0: Yes, sir, age and weight.

spk_1: I'm not actually concerned. It should

spk_0: be around

spk_1: uh.

spk_1: 57

spk_1: And we should get.

spk_1: OK,

spk_0: and uh may I know the service location?

spk_1: Sorry?

spk_0: May I know the service location?

spk_1: So this location in

spk_0: Delhi only.

spk_1: Pin code is

spk_0: 110041.

spk_0: It's in Delhi.

spk_1: It's in Delhi.

spk_1: We provide service in Delhi. Yes,

spk_0: yes, sir, we do provide.
spk_1: OK,
spk_0: and may I know the um preferred language?
spk_1: Hindi.
spk_1: Indeed.
spk_1: OK,
spk_0: so you're looking for a 24 to 7, or you're looking for only 12 hour service?
spk_1: 24 7.
spk_0: 24 7. OK.
spk_0: So usually, sir, the caretaker, um, for, for male male patient we provide a male caretaker,
spk_1: sir,
spk_0: uh, who can do like uh helping in walking or giving massage or keeping bed ready before sleep,
uh, diaper changes if required, you know, helping in diaper changes and, uh,
spk_0: um,
spk_0: giving massage or, um, if, if you have any physio or then if your physio and assisting any
exercises then the caretaker will
spk_0: know,
spk_0: do the same things like giving exercises or.
spk_0: Helping medicine medicines on time, so all the things, sir.
spk_0: These activities.
spk_1: But.
spk_0: Yes, sir, serving food and all, sir.
spk_1: Not serving cooking is, uh, he can cook also no
spk_0: male male caretaker, they, they won't cook, sir, and they were not involved in any domestic work
such as cooking or sweeping, mopping or dusting laundry,
spk_0: sir.
spk_1: OK.
spk_0: Yes,
spk_1: sir.
spk_0: So if you're in 24 7 services, you need to provide them basic food and accommodation,
spk_1: sir.
spk_1: Accommodation is there food. I was thinking that they can cook. And what about uh urine and
stool passing helping patient now
spk_0: because
spk_1: you can't go to.
spk_1: He can't go to toilet, right?
spk_0: Yes, and the diaper and.
spk_0: Those things will be done sir.
spk_1: Will be done. OK. That comes in medical care. OK.
spk_0: Yes, yes, sir. So medical care will be done from the caretaker. The rest of the work, like
domestic work, will be not done from the caretaker, sir. They won't involve like cooking or sweeping,
mopping, or dusting laundry, sir. Uh, if the male patient have any, uh, uh, like, uh, urine issue on in the,
in the cloth or something, then the caretaker can, you know, put those clothes in washing machine and
those activities can done from the caretaker.
spk_1: OK.
spk_0: Yes, yes, sir.
spk_1: OK.
spk_1: Mhm, so how are the charges?
spk_1: So
spk_0: charges, OK, um, just be online, sir. I'll check and let you know.
spk_0: Hello, sir. So the charges will be like uh 30,000 to 33,000 sir per
spk_0: month.

spk_1: is there any package also?
spk_0: So
spk_0: basically for the caretaker like they have 2 to 3 of experience in LLK services.
spk_1: OK,
spk_0: yes,
spk_1: but there's no specific package
spk_1: available
spk_0: because I, I,
spk_1: I want to take for a whole month actually.
spk_1: Not
spk_0: for
spk_0: one month like the charges will
spk_0: be
spk_0: in between 30,000 to 33,000, sir.
spk_1: Yeah
spk_0: Yes, sir.
spk_1: The data are too high actually because I, I was told that you can get it around 20,000, the caretaker at home for 2
spk_1: hours
spk_0: usually like they are not a freelancer, sir. They have 2 to 3 years of experience in elderly care service and
spk_0: so
spk_0: if you, if you're not OK with the caretaker like even we provide a replacement and also
spk_0: sir.
spk_1: Look at the light?
spk_0: If you're not OK with the caretaker, even we provide a replacement caretaker, sir.
spk_0: The replacement of the caretaker.
spk_1: Oh, that is very good.
spk_0: Yes, yes, sir.
spk_0: But the charges will be like in between 30,000 to 33,000 sir.
spk_1: OK, I will call back. Like I will check whether because for me it's too much.
spk_1: OK,
spk_0: OK, sir.
spk_1: OK, thank you.
spk_0: You're welcome.

Agent Performance Metrics

Metric	Value
Productivity	The call analyst efficiently gathered all the necessary information from the customer regarding their requirement for a caretaker service for an elderly patient at home.
Quality & Experience	The analyst provided detailed information on the services offered, caretaker responsibilities, charges, and the process for replacement caretakers if needed. The customer was satisfied with the level of detail provided.
Compliance	The analyst followed the company guidelines by explaining the services offered by the caretaker and the charges involved. They also emphasized the non-involvement of caretakers in household chores like cooking or cleaning.
Call Handling	The analyst effectively handled the call by addressing the customer's queries, providing clear explanations, and offering solutions to the customer's concerns.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	Positive
Emotion Detection	Neutral
Sentiment Shift	Neutral
Escalation Risk	Low

Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-67d048d7-7f38-4412-839b-683eac110ff8-20250312044643.js
on

spk_0: Um, hello, thank you for calling. This is Van. How can I help you?
spk_1: Yeah, I need a, a caretaker for elder in at home.
spk_1: OK,
spk_0: uh, may I know for whom you're this service?

spk_1: So this is required like a patient take care
spk_0: your
spk_1: stool passing, changing clothes, bathing, and
spk_1: OK,
spk_0: like patient, he's a vege or he can work with support, sir.
spk_1: No, he
spk_0: cannot walk.
spk_1: He has a fracture, so he cannot walk.
spk_1: So
spk_0: we
spk_0: need
spk_1: like also washing and also meal mail services also put mail for patient
spk_0: mail activities.
spk_1: Yeah, I
spk_0: need mail, mail,
spk_1: mail. Patient is mail, so I need mail helper for 24 hours.
spk_0: OK, may I know uh patient age and weight?
spk_1: We
spk_0: Yes, sir, age and weight.
spk_1: I'm not actually concerned. It should
spk_0: be around
spk_1: uh.
spk_1: 57
spk_1: And we should get.
spk_1: OK,
spk_0: and uh may I know the service location?
spk_1: Sorry?
spk_0: May I know the service location?
spk_1: So this location in
spk_0: Delhi only.
spk_1: Pin code is
spk_0: 110041.
spk_0: It's in Delhi.
spk_1: It's in Delhi.
spk_1: We provide service in Delhi. Yes,
spk_0: yes, sir, we do provide.
spk_1: OK,
spk_0: and may I know the um preferred language?
spk_1: Hindi.
spk_1: Indeed.
spk_1: OK,
spk_0: so you're looking for a 24 to 7, or you're looking for only 12 hour service?
spk_1: 24 7.
spk_0: 24 7. OK.
spk_0: So usually, sir, the caretaker, um, for, for male male patient we provide a male caretaker,
spk_1: sir,
spk_0: uh, who can do like uh helping in walking or giving massage or keeping bed ready before sleep,
uh, diaper changes if required, you know, helping in diaper changes and, uh,
spk_0: um,
spk_0: giving massage or, um, if, if you have any physio or then if your physio and assisting any
exercises then the caretaker will
spk_0: know,

spk_0: do the same things like giving exercises or.
spk_0: Helping medicine medicines on time, so all the things, sir.
spk_0: These activities.
spk_1: But.
spk_0: Yes, sir, serving food and all, sir.
spk_1: Not serving cooking is, uh, he can cook also no
spk_0: male male caretaker, they, they won't cook, sir, and they were not involved in any domestic work such as cooking or sweeping, mopping or dusting laundry,
spk_0: sir.
spk_1: OK.
spk_0: Yes,
spk_1: sir.
spk_0: So if you're in 24 7 services, you need to provide them basic food and accommodation,
spk_1: sir.
spk_1: Accommodation is there food. I was thinking that they can cook. And what about uh urine and stool passing helping patient now
spk_0: because
spk_1: you can't go to.
spk_1: He can't go to toilet, right?
spk_0: Yes, and the diaper and.
spk_0: Those things will be done sir.
spk_1: Will be done. OK. That comes in medical care. OK.
spk_0: Yes, yes, sir. So medical care will be done from the caretaker. The rest of the work, like domestic work, will be not done from the caretaker, sir. They won't involve like cooking or sweeping, mopping, or dusting laundry, sir. Uh, if the male patient have any, uh, uh, like, uh, urine issue on in the, in the cloth or something, then the caretaker can, you know, put those clothes in washing machine and those activities can done from the caretaker.
spk_1: OK.
spk_0: Yes, yes, sir.
spk_1: OK.
spk_1: Mhm, so how are the charges?
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spk_0: charges, OK, um, just be online, sir. I'll check and let you know.
spk_0: Hello, sir. So the charges will be like uh 30,000 to 33,000 sir per
spk_0: month.
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spk_0: basically for the caretaker like they have 2 to 3 of experience in LLK services.
spk_1: OK,
spk_0: yes,
spk_1: but there's no specific package
spk_1: available
spk_0: because I, I,
spk_1: I want to take for a whole month actually.
spk_1: Not
spk_0: for
spk_0: one month like the charges will
spk_0: be
spk_0: in between 30,000 to 33,000, sir.
spk_1: Yeah
spk_0: Yes, sir.
spk_1: The data are too high actually because I, I was told that you can get it around 20,000, the

caretaker at home for 2

spk_1: hours

spk_0: usually like they are not a freelancer, sir. They have 2 to 3 years of experience in elderly care service and

spk_0: so

spk_0: if you, if you're not OK with the caretaker like even we provide a replacement and also

spk_0: sir.

spk_1: Look at the light?

spk_0: If you're not OK with the caretaker, even we provide a replacement caretaker, sir.

spk_0: The replacement of the caretaker.

spk_1: Oh, that is very good.

spk_0: Yes, yes, sir.

spk_0: But the charges will be like in between 30,000 to 33,000 sir.

spk_1: OK, I will call back. Like I will check whether because for me it's too much.

spk_1: OK,

spk_0: OK, sir.

spk_1: OK, thank you.

spk_0: You're welcome.

Agent Performance Metrics

Metric	Value
Productivity	The call was relatively productive in terms of discussing the customer's requirements for a caretaker for an elderly patient.
Quality & Experience	The quality of service provided in terms of explaining the caregiver's responsibilities and limitations was satisfactory.
Compliance	The agent ensured compliance with company policies regarding caregiver responsibilities and service limitations.
Call Handling	The call was well-handled in terms of addressing the customer's queries and providing relevant information about the service.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	Overall Sentiment Score: Neutral
Emotion Detection	Detected emotions: Concerned, Satisfied, Surprised
Sentiment Shift	Sentiment change across call: Started with concern about charges and ended with understanding of service details
Escalation Risk	Likelihood of escalation: Low

Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-67d0496d-c6d8-4f97-ac79-44aa7bda2b0b-20250312044740.json

spk_0: So, uh Velma.
spk_0: Hello.
spk_1: Yeah
spk_1: Hello.
spk_1: Hello.
spk_1: Hello.

Agent Performance Metrics

Metric	Value
Productivity	Low
Quality & Experience	Poor
Compliance	Fair
Call Handling	Needs Improvement

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	Negative
Emotion Detection	Frustration
Sentiment Shift	Decreased
Escalation Risk	High

Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-67d0496f-2e3c-4472-bf67-450c7bda2b0b-20250312044751.json

spk_0: So, uh Velma.
spk_0: Hello.
spk_1: Yeah
spk_1: Hello.
spk_1: Hello.
spk_1: Hello.

Agent Performance Metrics

Metric	Value
Productivity	Low productivity as there were multiple instances of the customer saying hello without receiving a response.
Quality & Experience	Poor quality and experience as the call seemed to lack proper engagement and communication.
Compliance	The call did not demonstrate compliance with standard call handling procedures as the customer's repeated hellos were not acknowledged.
Call Handling	Inefficient call handling as the agent did not respond promptly to the customer's greeting.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	Customer sentiment is likely negative due to the lack of response and engagement from the agent.
Emotion Detection	Possible confusion or frustration from the customer due to the lack of interaction.
Sentiment Shift	Negative sentiment likely remained consistent throughout the call.
Escalation Risk	Low escalation risk as the call did not involve any significant issues.

Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-67d06e5e-e74c-4a10-8fd2-4a207bda2b0b-20250312044802.json

spk_0: Hello and my emergency.
spk_1: I
spk_1: Hello.
spk_0: Hello, ma'am.
spk_1: Uh it was.
spk_1: number.

spk_0: What?

spk_1: Oh.

spk_0: Uh, Danika they call us.

spk_0: Oh no.

spk_0: Uh-huh huh.

spk_1: Me.

spk_0: Oh, no, a Punja and decided this by Andy. I don't know technical issue. I in the, uh, in care manager up time I myuntaremo uh uh morning of the roti exam and and in care manager uh pre is but.

spk_0: OK, ma'am. Jagata Mamari. OK.

Agent Performance Metrics

Metric	Value
Productivity	Low productivity due to multiple interruptions and pauses during the call.
Quality & Experience	Poor quality and experience due to lack of clear communication and understanding between the customer and the agent.
Compliance	Unclear if compliance standards were met as the conversation seemed fragmented.
Call Handling	Call handling was challenging as there was a lack of cohesiveness and understanding of the issue.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	Customer sentiment is likely negative due to the frustration and confusion displayed during the call.
Emotion Detection	Confusion, frustration.
Sentiment Shift	Sentiment remained negative throughout the call.
Escalation Risk	Moderate escalation risk due to the customer's frustration and lack of resolution.

Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-67d06e60-1328-4469-b0ac-46667bda2b0b-20250312044824.json

spk_0: Hello and my emergency.
spk_1: I
spk_1: Hello.
spk_0: Hello, ma'am.
spk_1: Uh it was.
spk_1: number.
spk_0: What?
spk_1: Oh.

spk_0: Uh, Danika they call us.

spk_0: Oh no.

spk_0: Uh-huh huh.

spk_1: Me.

spk_0: Oh, no, a Punja and decided this by Andy. I don't know technical issue. I in the, uh, in care manager up time I myuntaremo uh uh morning of the roti exam and and in care manager uh pre is but.

spk_0: OK, ma'am. Jagata Mamari. OK.

Agent Performance Metrics

Metric	Value
Productivity	Low productivity due to the customer struggling to communicate their issue.
Quality & Experience	Low quality experience as the issue was not clearly explained and there seemed to be confusion on both ends.
Compliance	No significant compliance issues detected.
Call Handling	Call handling was challenging due to communication barriers.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	Negative sentiment due to the customer frustration and confusion.
Emotion Detection	Confusion, frustration.
Sentiment Shift	Negative sentiment remained consistent throughout the call.
Escalation Risk	Medium likelihood of escalation due to unresolved issue and customer frustration.

Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-c2c_67d049f1-7e18-4753-a8b4-09c30a1e0083-20250312044845.json

spk_0: Hello.
spk_1: Hello
spk_0: hello hello hello.
spk_0: Um,
spk_0: Watch it.
spk_1: Early?
spk_0: Water.
spk_0: Uh, and just in Namava.
spk_1: so that I just want to think like.
spk_1: Mm
spk_0: Are they watch in the call in the and.

spk_0: What is the policy number?

spk_1: Uh-huh. I am the means to me

spk_0: uh.

Agent Performance Metrics

Metric	Value
Productivity	Low productivity as the conversation seems to be disjointed and lacking clear communication.
Quality & Experience	Poor quality experience due to the unclear dialogue and difficulty in understanding the issues being discussed.
Compliance	It is unclear if compliance protocols were followed based on the limited information provided in the transcript.
Call Handling	Call handling appears to be challenging with interruptions and unclear direction of the conversation.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	The customer sentiment is likely negative due to the confusion and lack of resolution in the call.
Emotion Detection	Detected emotions include confusion and frustration.
Sentiment Shift	Sentiment remained consistently negative throughout the call.
Escalation Risk	There is a moderate risk of escalation given the unresolved issues and unclear communication.

Transcript: kaleyra_report/transcriptions/2025-03-05-2025-03-11/transcription-c2c_67d06eb1-66f4-4acf-8920-71f60a1e01d2-20250312044902.json

spk_0: Hello?
spk_0: Hello?
spk_0: Hi sir, my name is, sir. My name is Rake calling from Avi service. Hello.
spk_1: Yes, please.
spk_0: My name is Rakesh calling from Nvi like service.
spk_1: I'm uh oh OK, OK. Somebody spoke to me already.
spk_0: OK, OK, sir.

spk_1: I removed the watch now.

spk_0: OK sir.

spk_0: That is an easy experience.

spk_1: You deal with governor of the.

spk_1: I don't really.

spk_1: Yeah, I put uh they like to do together.

spk_1: There is a problem with the.

spk_1: Um,

spk_0: And the emergency and the emergency.

spk_0: OK, sir, OK.

spk_1: I'm like.

Agent Performance Metrics

Metric	Value
Productivity	Low productivity due to multiple interruptions and lack of clarity in the conversation.
Quality & Experience	Poor quality experience as the customer seems confused and the agent's responses are not clear.
Compliance	No evident compliance issues noted in the call transcript.
Call Handling	Call handling was subpar with the agent failing to address the customer's concerns effectively.

Customer Sentiment Analysis Metrics

Metric	Value
Overall Sentiment Score	The customer sentiment appears to be neutral, leaning towards slightly negative due to the confusion in the conversation.
Emotion Detection	Confusion, frustration.
Sentiment Shift	Slight negative sentiment shift as the call progresses.
Escalation Risk	Low to moderate risk of escalation due to customer dissatisfaction and unresolved concerns.