One of the most challenging tasks for brands or companies providing after-sale services is to make sure that the problems faced by their consumers are being addressed accordingly. To overcome this problem business owners, hire a quality assurance manager to supervise the quality of the calls attended by their customer support agents. Their task is to listen to the calls made by their agents randomly to make sure that the behavior of their agents towards their customers is acceptable. Tech giants providing dialer services to the hubs expedites their clients by enabling them to classify their calls manually, which results in low accuracy with high processing time and unaddressed problems. The fundamental approach of this study is to automate the process of parsing customer data to attain the problems with the help of speech emotion upheld by machine learning.