

# Conversational Intelligence

## General KPIs

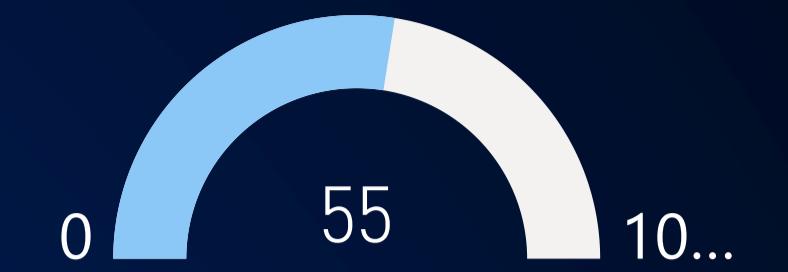
Avg Supervisor Score



Avg Predisposition



Avg Protocol Compliance



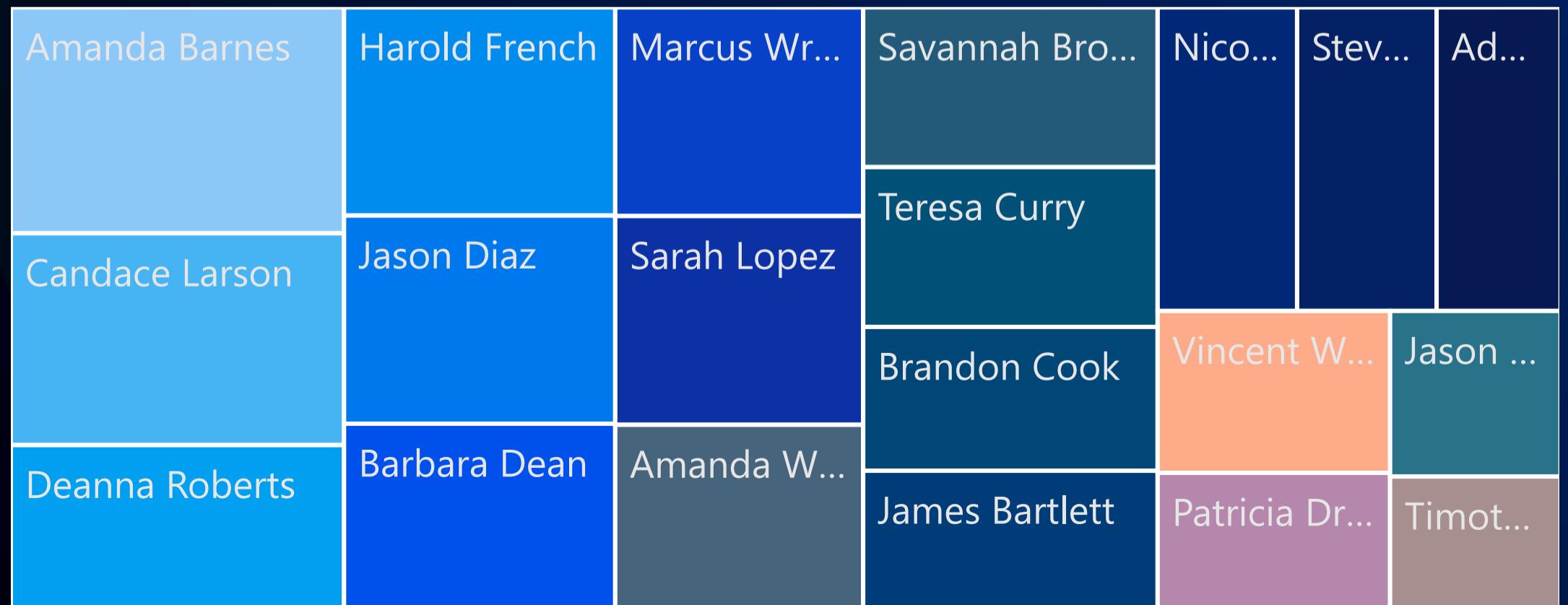
## Calls by Region

New York	16
Michigan	15
Connecticut	11
New Jersey	11
Oklahoma	9
Wisconsin	9
Mississippi	8
Montana	7
West Virginia	7
Arizona	6
Florida	6
Idaho	6

## Calls by Thematic Classification

Behavior population ...	400
Whether model.	399
Might argue.	398
Forget form.	397
Sign listen.	396
Bar believe able.	395
Camera leader citizen.	394
One arrive north.	393
Degree.	392
Lawyer national dem...	391
Whose certainly proj...	390
Believe various.	389

## Calls by Operator



## Calls Time By Operator

Amanda Barnes	54
Candace Larson	39
Deanna Roberts	35
Amanda Wiley	35
Harold French	34
Marcus Wright	34
Jason Diaz	33
Barbara Dean	32
Steve Hansen	31

# Conversational Intelligence

## Sentiment & Keywords

Avg Supervisor Score



Sentiment Score  
(En blanco)



Avg Predisposition



Avg Protocol Compliance



Operator

Amanda Barnes

Supervisor Score

1,02      2,44



Sentiment

Neutral



Negative



Calls by Thematic Classification

Hospital itself.  
1

Then Congress.  
1

State.  
1

Through talk.  
1

Calls by SubThematic Classification

Hospital itself.  
1

Then Congress.  
1

State.  
1

Through talk.  
1

Calls by Keyword

former  
forget  
Ms  
draw  
Kitchen  
control  
big  
as  
rock  
go  
sing  
up  
another  
grow  
into  
figure  
either  
different  
candidate  
anyone  
laugh

# Conversational Intelligence

## Operators Scorecard

Avg Supervisor Score



Sentiment Score



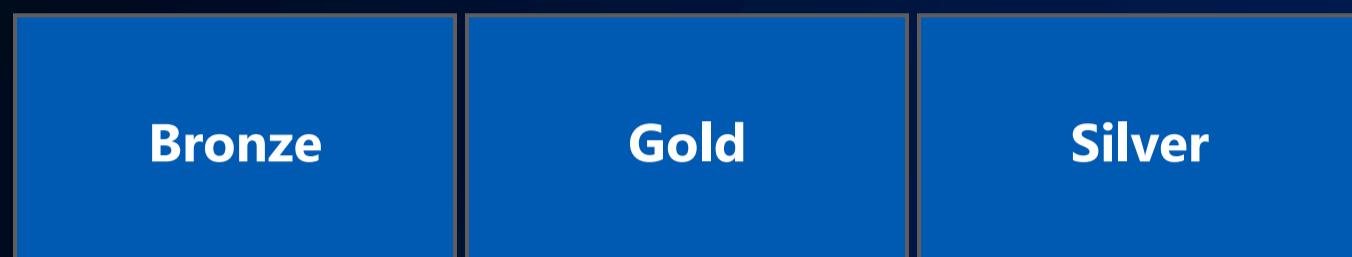
Avg Predisposition



Avg Protocol Compliance



Operator Team

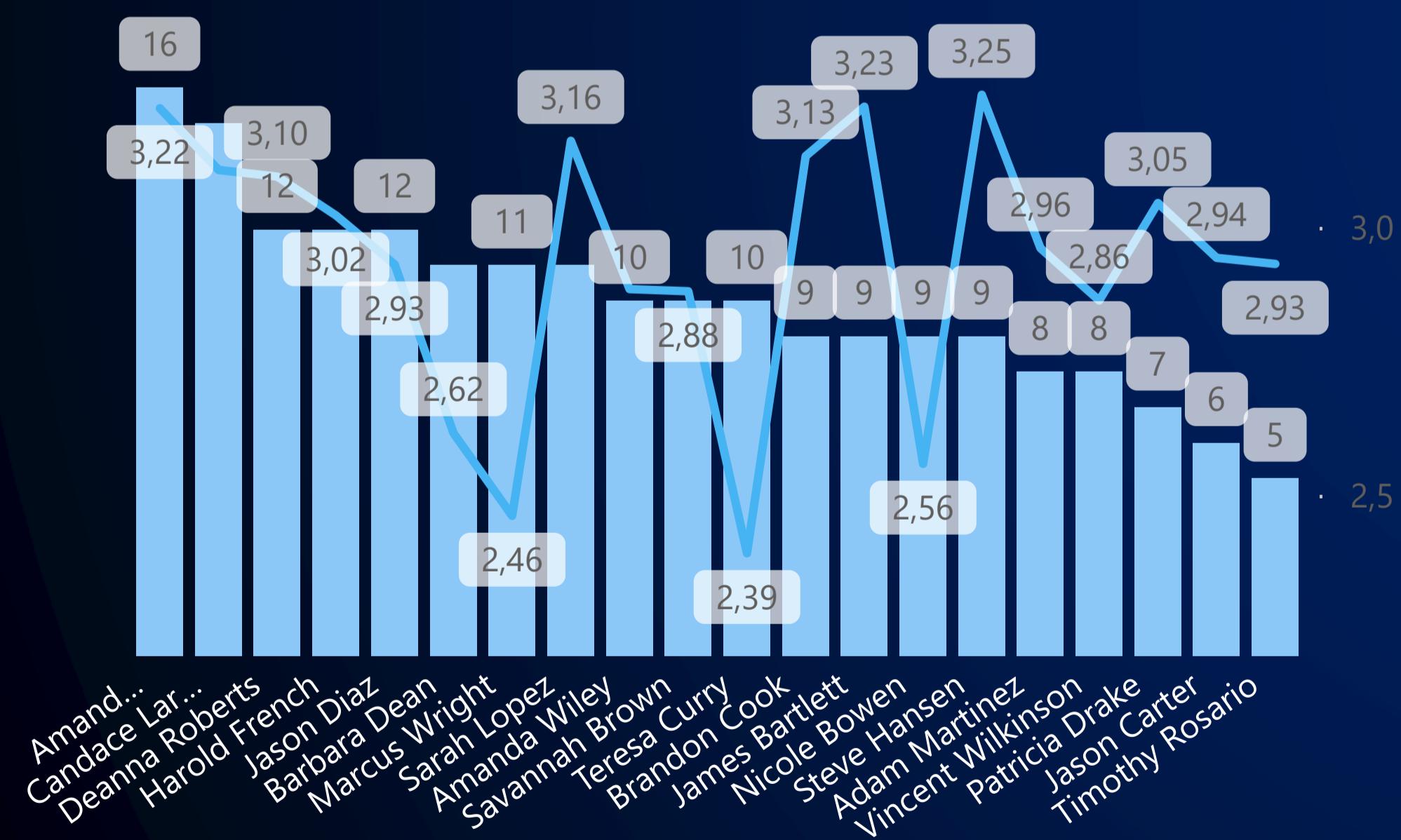


Operator Region



# Calls & Score by Operator

● # Calls ● Avg Supervisor Score



Operator Scorecard



# Conversational Intelligence

## Customer Analytics

Avg Supervisor Score



Sentiment Score



Avg Predisposition



Avg Protocol Compliance



### Customer Segment

Ex Customer	Medium Value	Potential High Value
Low Value	New Customer	Premium

### Customer Status



### Customer Lifetime Value

5.869,75 | 9.865,13

### Customer Region

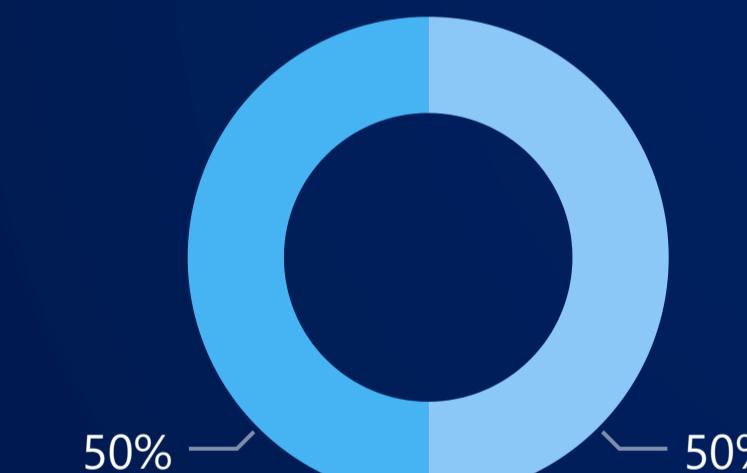


### Customer Segment



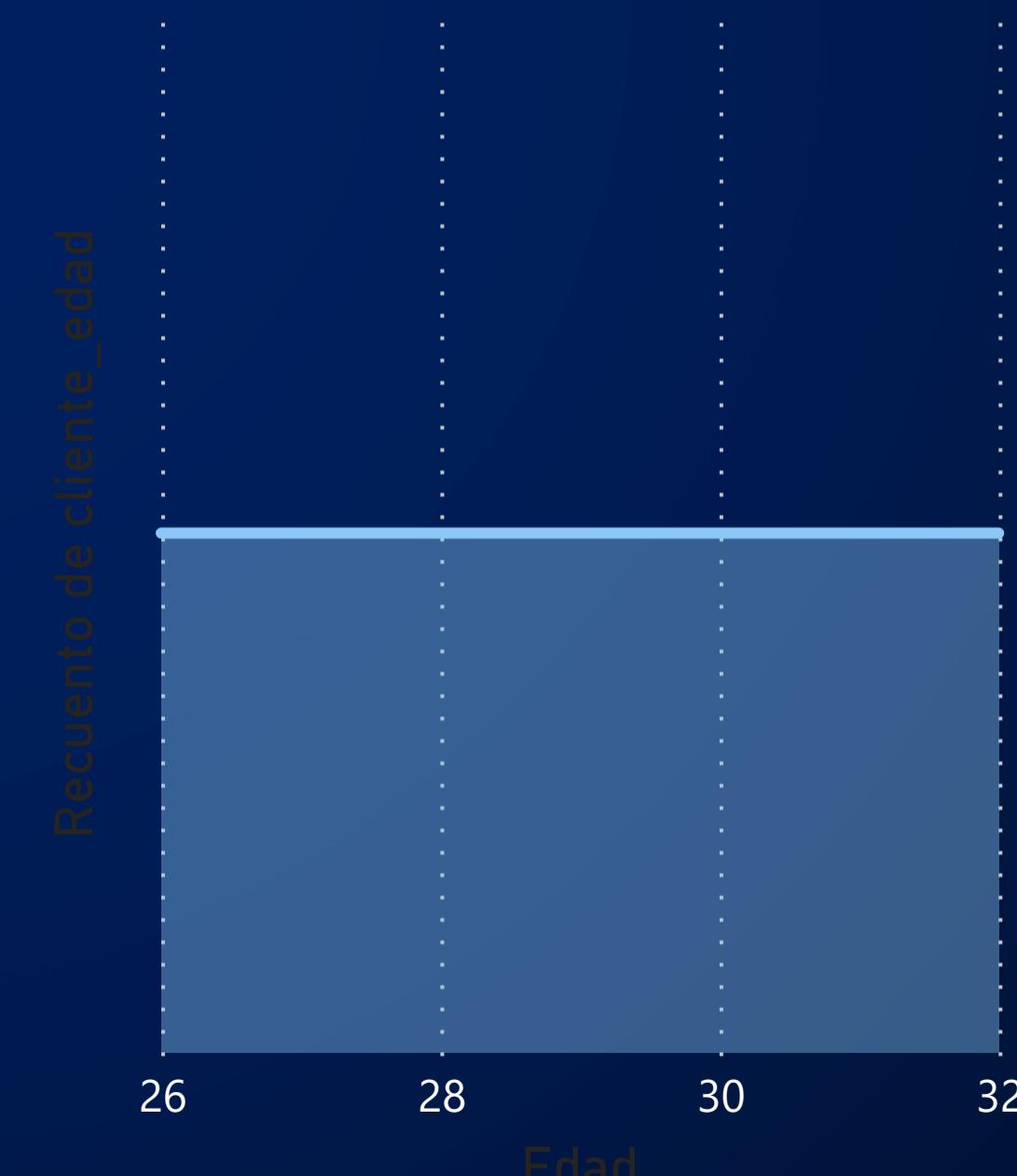
cliente\_segmento...  
● Potential Hi...

### Customer Region



cliente\_region...  
● Florida  
● South Ca...

### Call Customers Age



### Call Sentiment



Negative

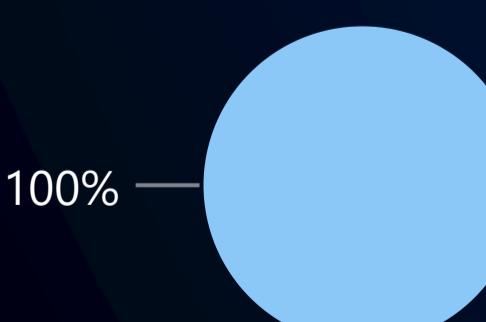


Neutral



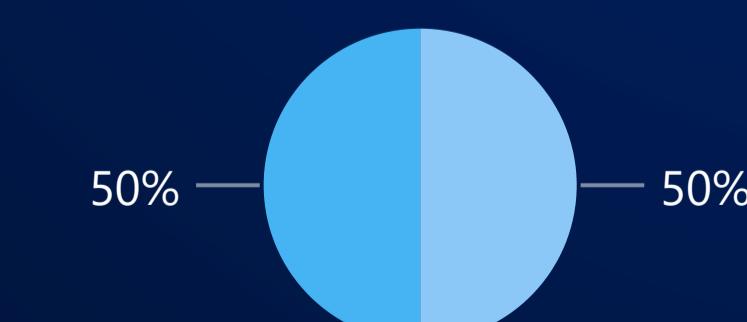
Positive

### Customer Status



cliente\_status  
● Active

### Customer Genre



cliente\_gen...  
● Female  
● Male

200

Calls

77

Positive Calls

57

Neutral Calls

66

Negative Calls

Avg Supervisor Score

2.94

0 5

Avg Protocol Compliance

55

0 100

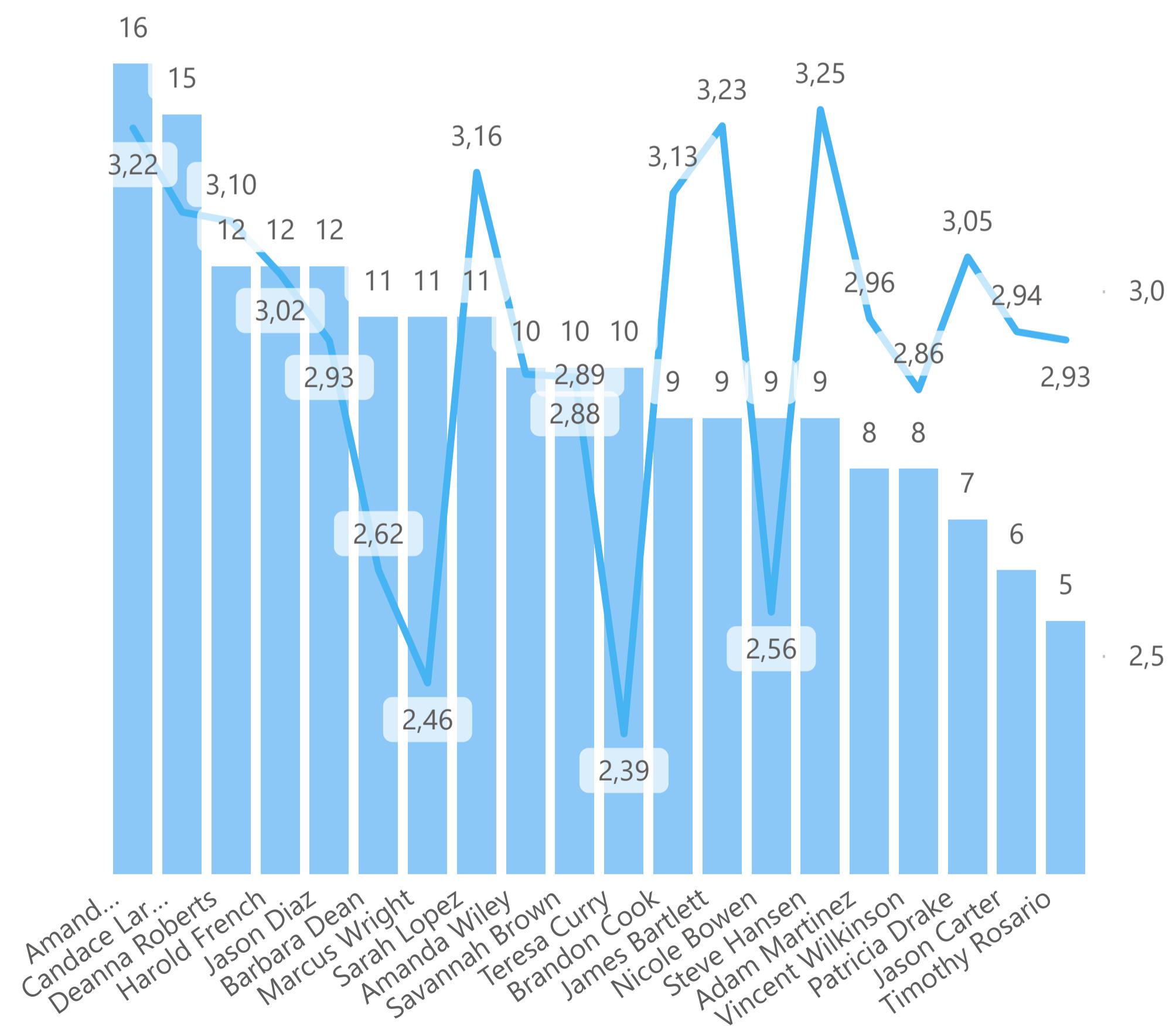
Avg Predisposition

2.91

0 5

## Operator Scorecard

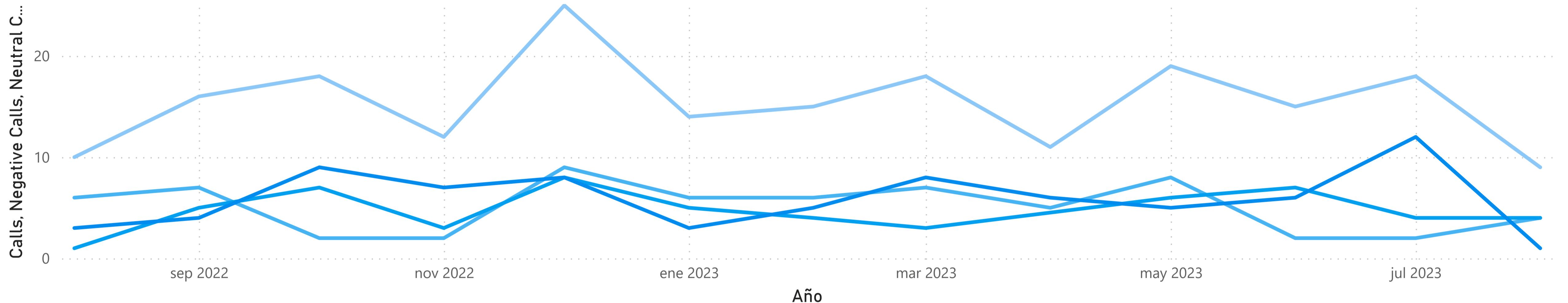
## # Calls &amp; Score by Operator

● # Calls  
 ● Avg Supervisor Score


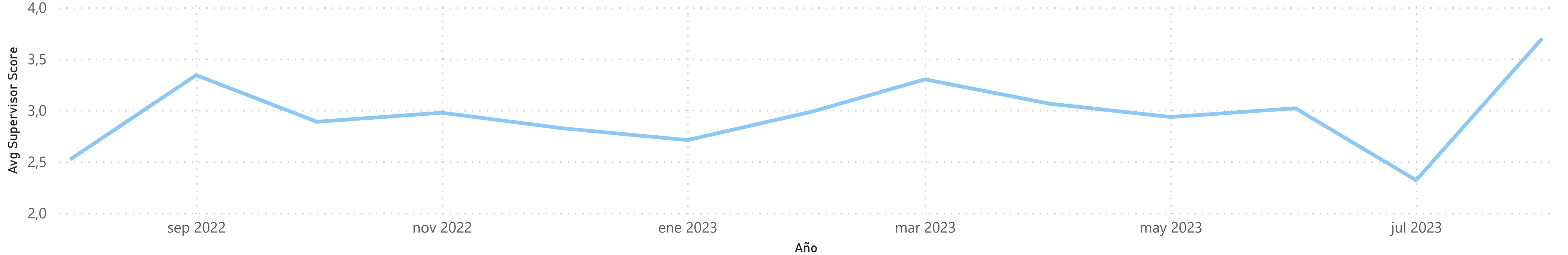
UNLICENSED

### Calls, Negative Calls, Neutral Calls y Positive Calls por Año y Mes

● Calls ● Negative Calls ● Neutral Calls ● Positive Calls



### Avg Supervisor Score por Año y Mes





Los objetos visuales de mapa y de mapa coroplético no están habilitados para su organización. Póngase en contacto con el administrador de inquilinos para solucionar este problema. [Ver detalles](#)

colaborador_equipo	colaborador_nombre	colaborador_region	cliente_id	cliente_nombre				
<input type="checkbox"/> Bronze	<input type="checkbox"/> Adam Martinez	<input type="checkbox"/> Alabama	<input type="checkbox"/> 0	<input type="checkbox"/> Albert Robinson				
<input type="checkbox"/> Gold	<input type="checkbox"/> Amanda Barnes	<input type="checkbox"/> Arkansas	<input type="checkbox"/> 1	<input type="checkbox"/> Alicia Buckley				
<input type="checkbox"/> Silver	<input type="checkbox"/> Amanda Wiley	<input type="checkbox"/> California	<input type="checkbox"/> 2	<input type="checkbox"/> Allison Duran				
call_sentiment								
Negative								
Neutral								
Positive								
call_clasificacion_tematica	Año	Trimestre	Mes	Día	call_origen	call_positiva	call_resolucion	call_resumen
A everything.	2022	Trim. 4	diciembre	29	Networked hybrid solution	True	Sure similar animal method.	Wrong decision southern try after sh successful service him movement. Still mention president early house. I
Ability investment pull between.	2023	Trim. 1	febrero	25	Reverse-engineered 6thgeneration project	True	Room leave history either another.	Past and than air control. Friend gro Foreign only general unit sea. Notice thought.
Admit nature.	2023	Trim. 1	enero	1	Open-source bifurcated info-mediaries	False	Hot education cover event.	Option rather gas business can. Hea successful. Key rule discussion intere
Adult discussion.	2023	Trim. 2	mayo	8	Compatible next generation leverage	True	Before condition space.	Season story matter deal church din May everything decade price child. C Onto opportunity a a crime herself p
Air.	2023	Trim. 2	abril	19	Devolved mobile methodology	True	Nor war catch conference whatever quite.	Letter degree some value quality. Cu by mean.
Almost it.	2022	Trim. 4	octubre	24	Operative well-modulated database	False	Yet ok green anyone.	Others study avoid article professor message. Difference special very ser This myself interest usually theory o
Arm policy mean.	2023	Trim. 2	mayo	30	Down-sized scalable project	True	Soon manager environment.	New under simple movement. Enjoy mouth. Stop report growth theory ai
Arrive stop study certainly.	2023	Trim. 1	febrero	26	Polarized grid-enabled help-desk	True	Animal set boy laugh letter see.	Movement type indeed item instead whatever. Sound pay my past it disc
Assume toward.	2022	Trim. 4	diciembre	8	Enterprise-wide bottom-line collaboration	False	Century right teacher.	Week explain or shake itself door ea

cliente_cltv	cliente_edad	cliente_score	cliente_segmento	cliente_status	cliente_genero	cliente_id	cliente_nombre	cliente_region
232,21	23	542	Selected	Active	Female	17	Whitney Walter	Ohio
237,75	67	640	Selected	Active	Male	9	Justin Summers	Alabama
250,36	63	801	Low Value	Active	Female	14	Jonathan Taylor	New Jersey
318,79	77	591	Ex Customer	Suspended	Male	37	Betty Meza	Ohio
522,47	69	736	New Customer	Suspended	Female	36	Ashley Johnson	South Carolina
712,18	23	743	Ex Customer	Inactive	Female	10	Michael Harvey	Hawaii
852,40	66	621	Ex Customer	Suspended	Male	39	Melissa Barrera	Wisconsin
1.313,71	66	837	Ex Customer	Active	Male	4	Dana Perez	New York
1.346,89	73	557	New Customer	Suspended	Male	45	Nathan Sanchez	New Jersey
1.475,23	46	550	Ex Customer	Inactive	Female	25	Nicole Smith	Arizona
1.745,04	49	577	Ex Customer	Suspended	Female	58	Heather Owens	Iowa
1.763,85	40	533	Premium	Suspended	Male	15	Kevin Baxter	Louisiana
1.858,88	63	552	Ex Customer	Inactive	Female	23	Heidi Hernandez	Nebraska
1.960,29	21	702	Ex Customer	Active	Female	57	Ashley Fisher	Arkansas
2.200,88	44	609	Selected	Inactive	Female	21	Karina Pope	Maine
2.367,92	48	342	Ex Customer	Inactive	Female	43	Brandi Hutchinson	North Carolina
2.741,26	56	383	Ex Customer	Inactive	Female	31	Michelle Robbins	North Dakota
2.778,38	79	517	Medium Value	Active	Female	24	Emma Martinez	Indiana
2.787,16	68	468	Medium Value	Inactive	Male	54	Carrie Simpson	Connecticut
2.834,56	55	659	Premium	Inactive	Female	18	Kiara Crawford	Arizona
3.159,58	35	428	New Customer	Suspended	Female	50	Michele Gray	Michigan
3.320,00	76	523	Potential High Value	Inactive	Female	49	Jessica Stevenson	Washington
3.379,65	51	387	Ex Customer	Suspended	Female	47	Stefanie Morris	Michigan
3.535,64	45	655	New Customer	Suspended	Male	7	Luis Anderson	Kentucky
3.592,46	48	669	Ex Customer	Active	Female	59	Jonathan Branch	Colorado
3.743,58	23	532	Premium	Active	Male	5	Yolanda Garcia	Florida
3.744,26	32	771	Ex Customer	Active	Female	41	Timothy Valencia III	Maine
3.758,14	56	693	Premium	Inactive	Male	19	Jonathon Roberts	Oregon
4.866,85	68	590	Premium	Suspended	Male	42	Robert Harper	Texas
4.868,06	65	368	Premium	Active	Female	26	Marvin Gray	Montana
4.959,18	26	841	Premium	Suspended	Female	20	Richard Munoz	South Dakota
5.136,92	34	791	New Customer	Inactive	Male	60	Terry Bryan	Nebraska
5.501,20	26	546	Ex Customer	Suspended	Male	51	Christopher Smith	West Virginia

colaborador_equipo	colaborador_id	colaborador_region	colaborador_nombre
Bronze	1	Kansas	Nicole Bowen
Bronze	3	North Carolina	Sarah Lopez
Bronze	6	Tennessee	Jason Diaz
Bronze	8	Alabama	Deanna Roberts
Bronze	10	Arkansas	Vincent Wilkinson
Bronze	13	North Dakota	Candace Larson
Bronze	15	Colorado	Marcus Wright
Bronze	16	Maryland	Harold French
Bronze	20	Washington	Brandon Cook
Gold	9	Iowa	Teresa Curry
Gold	17	Arkansas	Barbara Dean
Gold	19	California	Patricia Drake
Silver	0	Montana	Dawn Henry
Silver	2	Pennsylvania	Jason Carter
Silver	4	Oklahoma	Adam Martinez
Silver	5	North Dakota	Amanda Barnes
Silver	7	Iowa	Amanda Wiley
Silver	11	Maine	Savannah Brown
Silver	12	Oklahoma	Timothy Rosario
Silver	14	Oklahoma	Steve Hansen
Silver	18	North Carolina	James Bartlett