

Settings

ASR Engine (Audio → Text)

Whisper

Whisper model size

base

☐ Force Pretrained
Sentiment (skip training
even if labels exist)

Export

☒ Save processed CSV

Softpro Sentiment & Sales Insights

Audio + CRM logs → Transcripts → Sentiment → Insights → Recommendations

1) Upload Data

Upload CSV logs (remarks, student, year, tech stack, location, date, optional label)

Drag and drop file here

Limit 200MB per file • CSV

Browse files

student_calls_dataset.csv

154.4KB

×

Upload call recordings (mp3/wav)

Drag and drop files here

Limit 200MB per file • MP3, WAV, M4A, AAC

Browse files

AUD-20250811-WA0022.mp3

407.6KB

×

AUD-20250811-WA0021.mp3

0.6MB

×

AUD-20250811-WA0020.mp3

1.1MB

×

Showing page 1 of 4

CSV loaded with shape (999, 8)

> Map columns (flexible)

2) Transcribe Audio

Transcribed 11 file(s)

3) Merge Logs + Transcripts

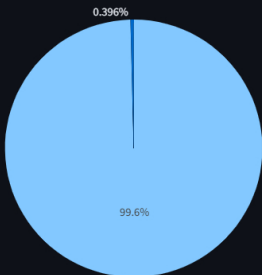
	call_id	student_name	year	tech_stack	location	remarks	date	label	date_parsed	transcript_text	combined_text
40	135	Michelle Smith	2023	Python with Data Science	Noida		None	None	None		
41	136	Stephanie Calhoun	2024	Java Full Stack	Noida		None	None	None		
42	137	Pedro Freeman	2025	MERN Stack	Noida		None	None	None		
43	138	Robert Conway	2025	Python with Data Science	Noida		None	None	None		
44	139	Stephen Larson	2024	MERN Stack	Noida		None	None	None		
45	14	Christopher Johnson	2024	Java Full Stack	Lucknow		None	None	None		
46	140	Michael Mann	2024	Python with AI and ML	Noida		None	None	None		
47	141	Elizabeth Stone	2024	Java Full Stack	Lucknow		None	None	None		
48	142	Melissa Lewis	2024	Python with AI and ML	Noida		None	None	None		
49	143	Kenneth Escobar	2024	Java Full Stack	Noida		None	None	None		

4) Sentiment Analysis

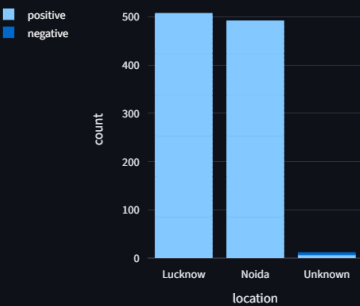
Sentiment computed using: hf_distilbert

5) Analytics

Sentiment Distribution



Sentiment by Location



Sentiment by Tech Stack



Top Negative Keywords

Top Negative Keywords (TF-IDF)



6) Recommendations

- Many fee-related objections → try scholarships, limited-time discounts, or EMI options.
- Timing objections → add evening/weekend batches and flexible slots.
- Location/commute issues → promote online/hybrid option and campus transfer flexibility.
- Learning support concerns → advertise mentorship hours, doubt-solving sessions, and WhatsApp/Slack groups.
- Career outcomes focus → showcase placement stats, resume/interview prep workshops.

7) Export

Download processed CSV