

Call Center Analysis

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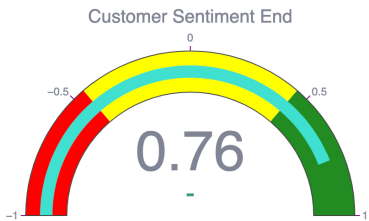
Transcript Analysis

Summary (generated from LLM)

Danielle experienced slow and disconnecting internet connection on Wi-Fi. Gregory helped her reboot the router, check network settings, update router firmware, and move computer closer to improve connection. Connection significantly improved.



Calculating the customer sentiment at the end of call...



Parties Involved

PERSON	ROLE	SENTIMENT
Gregory	Agent	0.7401
Danielle	Customer	0.5234
Narrator	Narrator	0.4978

Full Transcript

Danielle: Hi Gregory, it's Danielle again. I've been experiencing issues with my internet connection. It's extremely slow and keeps disconnecting every few minutes. This is making it impossible to work efficiently.

Gregory: Hi Danielle, I'm sorry to hear you're facing these issues. Let's see if we can sort this out quickly. Can you tell me if you're on Wi-Fi or a wired connection?

Danielle: I'm using Wi-Fi. It was fine until a couple of days ago.

Gregory: Alright, let's start by rebooting your router. Sometimes, a simple restart can fix connectivity issues. Let me know once you've done that.

Danielle: Okay, give me a moment... Okay, it's back on now, but it doesn't seem to have made any difference.

Gregory: Got it. Let's check the network settings on your computer next. Sometimes, the issue can be due to incorrect settings or conflicts with other software.

[They go through the network settings and find nothing unusual.]

Gregory: Everything seems fine on that front. Let's try updating the firmware of your router. It's a bit technical, so I'll guide you through the process.

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Danielle: It's updated now. Should I try connecting again?

Gregory: Yes, please. Let's see if that has made any difference.

Danielle: It seems a bit better, but it's still not as good as it was before.

Gregory: I see. In that case, it might be a signal strength issue. How far is your computer from the router?

Danielle: It's in another room, but that's never been a problem before.

Gregory: There could be new interference. Let's try moving your computer closer to the router or vice versa, just as a test.

[After some rearrangement, the connection improves significantly.]

Danielle: That did the trick! It's working much better now. I can't believe it was something so simple.

Gregory: Sometimes it's the simplest solutions that work best. I'm glad it's resolved. Is there anything else I can help with?

Danielle: No, that's everything. Thank you so much for your patience and help, Gregory.

Gregory: It's no trouble at all, Danielle. If anything else comes up, you know where to find me. Have a great day!