

AI Engineer Coding Hackathon Report : Hindi Conversation Analysis

GitHub Repository Link : <https://github.com/siddharth-1210/Predixion-AI-Coding-hackathon>

Conversation Summary:

Rajesh from CFI Finance Company called Suresh to discuss overdue EMI payments. Rajesh informed Suresh that his EMI has been overdue for the past three months. Suresh acknowledged the delay and explained that he is under financial stress due to his mother's illness and hospital expenses. Rajesh insisted on immediate payment and mentioned the total overdue amount including late fees and interest. The conversation escalated with both parties exchanging threats and harsh words. Rajesh warned of legal action and personal visits to Suresh's home or office if the payment was not made, while Suresh expressed frustration and anger over the constant harassment and lack of empathy from the finance company.

Key Actions:

[Rajesh from CFI Finance Company called Suresh to discuss overdue EMI payments',

'Rajesh informed Suresh that his EMI has been overdue for the past three months',

"Suresh acknowledged the delay and explained that he is under financial stress due to his mother's illness and hospital expenses",

'Rajesh insisted on immediate payment and mentioned the total overdue amount including late fees and interest',

"Rajesh warned of legal action and personal visits to Suresh's home or office if the payment was not made, while Suresh expressed frustration and anger over the constant harassment and lack of empathy from the finance company"]

Sentiment Analysis:

[{'label': 'NEGATIVE', 'score': 0.9924310445785522}]

Named Entities:

[('CLS', 'O'), ('Raj', 'I-PER'), ('##esh', 'I-PER'), ('from', 'O'), ('CF', 'I-ORG'), ('##I', 'I-ORG'), ('Finance', 'I-ORG'), ('Company', 'I-ORG'), ('called', 'O'), ('Sure', 'I-PER'), ('##sh', 'I-PER'), ('to', 'O'), ('discuss', 'O'), ('over', 'O'), ('##due', 'O'), ('EMI', 'I-ORG'), ('payments', 'O'), ('.', 'O'), ('Raj', 'I-PER'), ('##esh', 'I-PER'), ('informed', 'O'), ('Sure', 'I-PER'), ('##sh', 'I-PER'), ('that', 'O'), ('his', 'O'), ('EMI', 'I-ORG'), ('has', 'O'), ('been', 'O'), ('over', 'O'), ('##due', 'O'), ('for', 'O'), ('the', 'O'), ('past', 'O'), ('three', 'O'), ('months', 'O'), ('.', 'O'), ('Sure', 'I-PER'), ('##sh', 'I-PER'), ('acknowledged', 'O'), ('the', 'O'), ('delay', 'O'), ('and', 'O'), ('explained', 'O'), ('that', 'O'), ('he', 'O'), ('is', 'O'), ('under', 'O'), ('financial', 'O'), ('stress', 'O'), ('due', 'O'), ('to', 'O'), ('his', 'O'), ('mother', 'O'), ('"', 'O'), ('s', 'O'), ('illness', 'O'), ('and', 'O'), ('hospital', 'O'), ('expenses', 'O'), ('.', 'O'), ('Raj', 'I-PER'), ('##esh', 'I-PER'), ('insisted', 'O'), ('on', 'O'), ('immediate', 'O'), ('payment', 'O'), ('and', 'O'), ('mentioned', 'O'), ('the', 'O'), ('total', 'O'), ('over', 'O'), ('##due', 'O'), ('amount', 'O'), ('including', 'O'), ('late', 'O'), ('fees', 'O'), ('and', 'O'), ('interest', 'O'), ('.', 'O'), ('The', 'O'), ('conversation', 'O'), ('es', 'O'), ('##calated', 'O'), ('with', 'O'), ('both', 'O'), ('parties', 'O'), ('ex', 'O'), ('##changing', 'O'), ('threats', 'O'), ('and', 'O'), ('harsh', 'O'), ('words', 'O'), ('.', 'O'), ('Raj', 'I-PER'), ('##esh', 'I-PER'), ('warned', 'O'), ('of', 'O'), ('legal', 'O'), ('action', 'O'), ('and', 'O'), ('personal', 'O'), ('visits', 'O'), ('to', 'O'), ('Sure', 'I-PER'), ('##sh', 'I-PER'), ('"', 'O'), ('s', 'O'), ('home', 'O'), ('or', 'O'), ('office', 'O'), ('if', 'O'), ('the', 'O'), ('payment', 'O'), ('was', 'O'), ('not', 'O'), ('made', 'O'), ('.', 'O'), ('while', 'O'), ('Sure', 'I-PER'), ('##sh', 'I-PER'), ('expressed', 'O'), ('frustration', 'O'), ('and', 'O'), ('anger', 'O'), ('over', 'O'), ('the', 'O'), ('constant', 'O'), ('harassment', 'O'), ('and', 'O'), ('lack', 'O'), ('of', 'O'), ('em', 'O'), ('##pathy', 'O'), ('from', 'O'), ('the', 'O'), ('finance', 'O'), ('company', 'O'), ('.', 'O'), ('[SEP]', 'O')]

Non-Compliances:

['Using Threatening Language']

Conclusion:

The conversation between Rajesh from CFI Finance Company and Suresh became highly confrontational, with Rajesh insisting on immediate payment for overdue EMIs and threatening legal action and personal visits. Despite Suresh's explanation of financial difficulties due to his mother's illness, the discussion escalated with both parties using harsh language. This interaction reflects a serious issue of non-compliance, particularly the use of threatening language, which undermines professional standards and exacerbates the borrower's stress.