

Detecting Emotion in Voice

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Challenges Without Emotion Detection

Customer satisfaction heavily depends on agent performance

Positive Impact

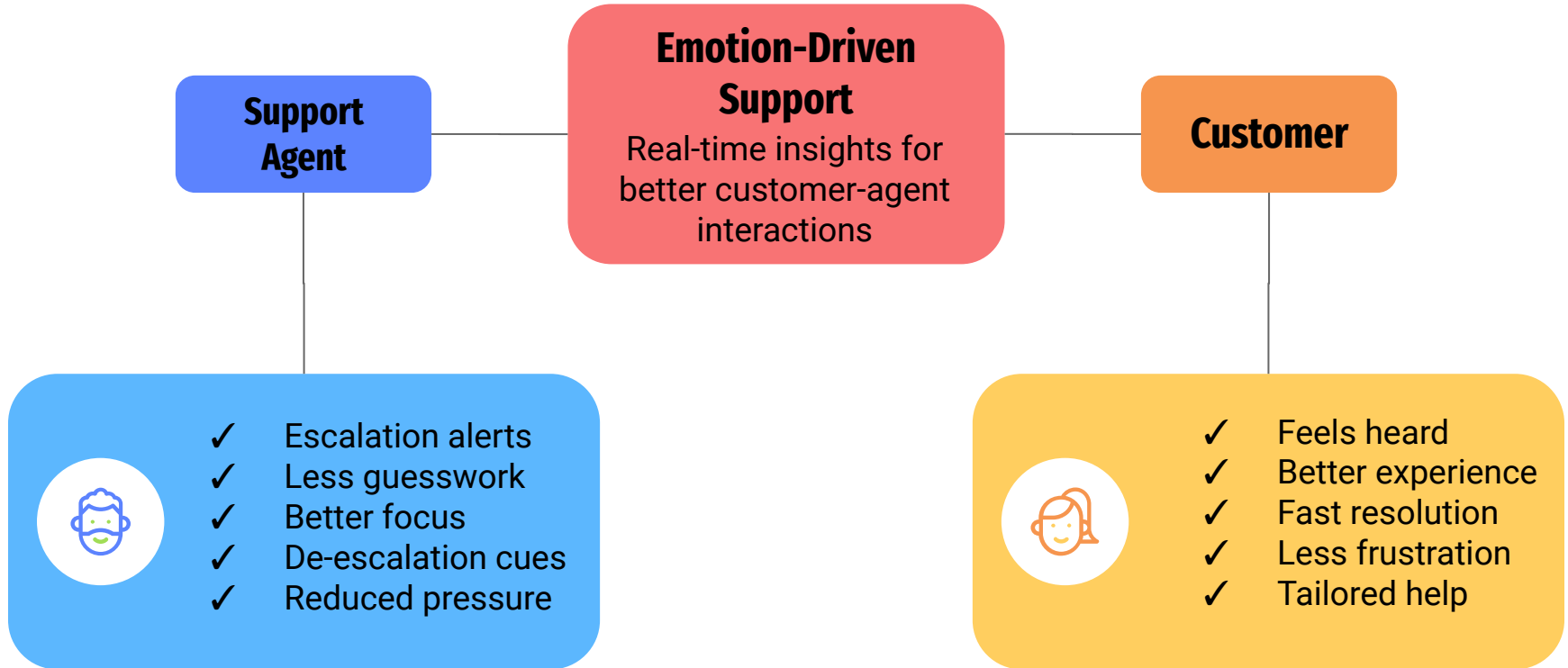
Boosts agent and reputation



Negative Impact

Hurts score and satisfaction

Improved Support with Emotion AI



Emotional Intelligence Infographics

Performance Metrics

Which metric is the most important?

Precision

- ✓ How often we correctly identify upset customers

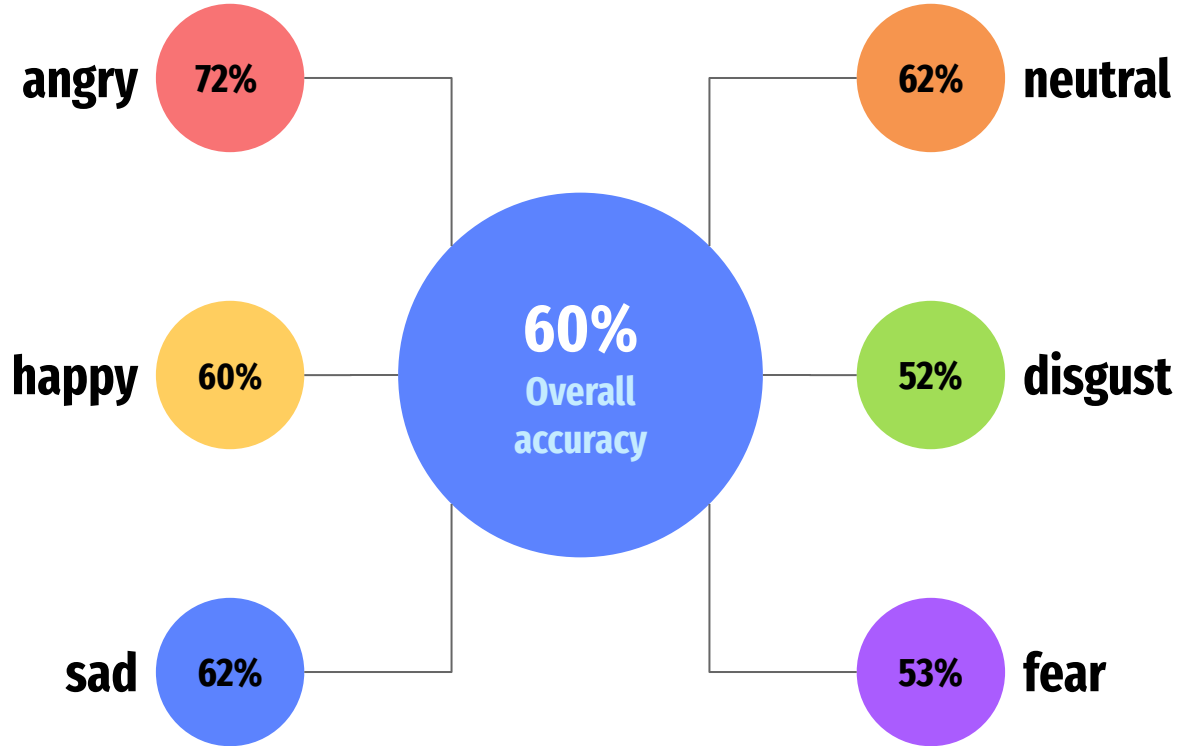
Recall

- ✓ How many upset customers we successfully catch

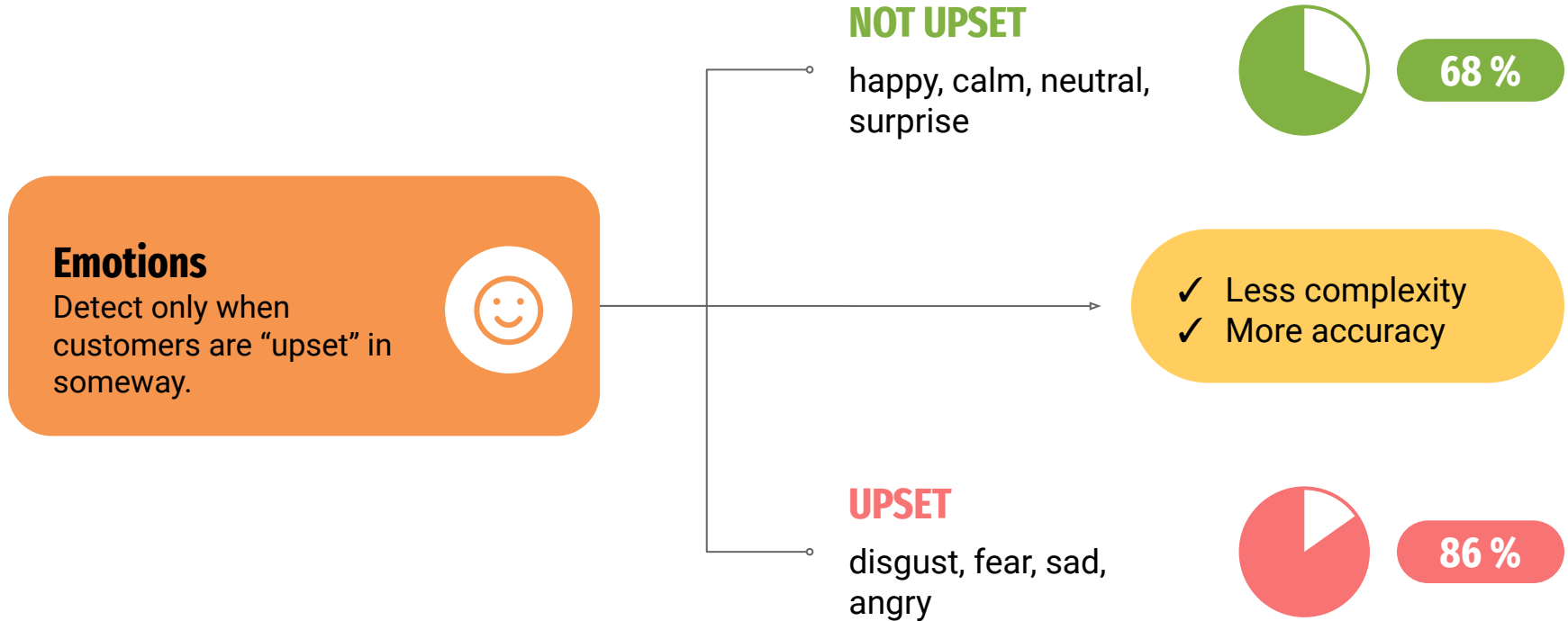
F1-Score

- ✓ Balances catching upset customers and avoiding mistakes

Multi Classification Model



Binary Classification Model



Next Steps

How to Implement into Customer Service?

```
graph TD; A[Alert] --- C[How to Implement into Customer Service?]; B[Elevate] --- C; D[Train] --- C;
```

Alert

- ✓ Detect upset signals
- ✓ Adjust approach

Elevate

- ✓ Track duration
- ✓ Escalate if needed

Train

- ✓ Monitor performance
- ✓ Provide feedback
- ✓ Improve handling

Thank you!



Nikki Wood

Questions? Feel free to reach out!

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