User Guide

Prerequisite-

The customer must have an OpenAI account and provide the OpenAI API key/token. The 360 support team will then configure it in the respective customer org.

Call Transcript-

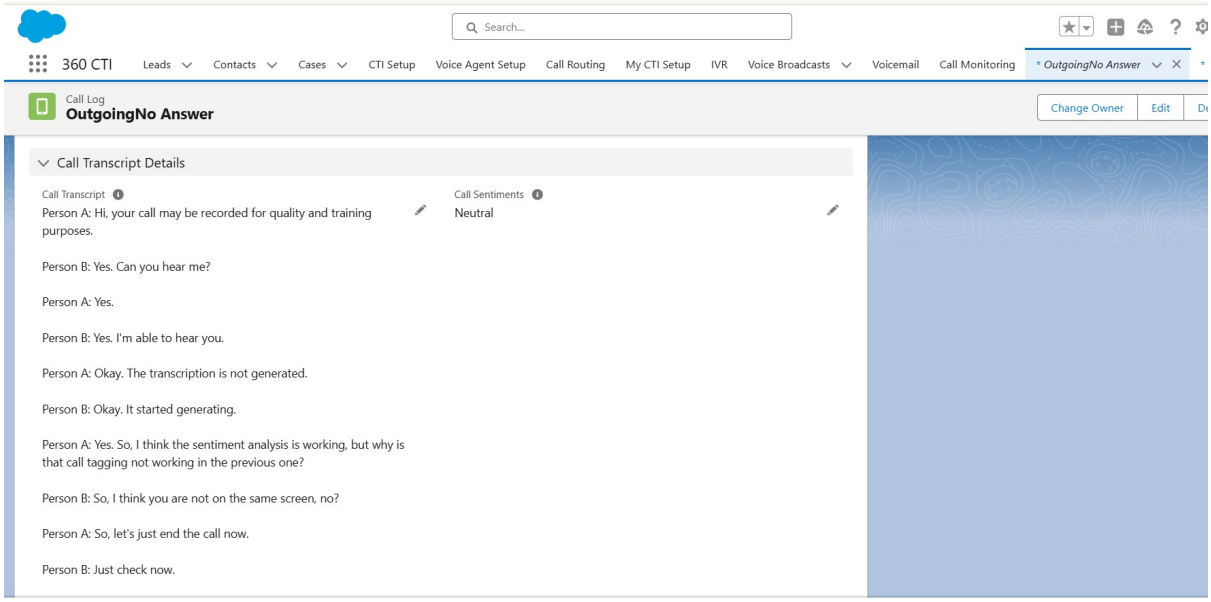
Call Transcript feature allows entire conversations to be converted into text format and stored in the 'Call Transcript' field within the Call Log Lookup field. If a call is lengthy, the transcript will be stored in the File record associated with the Call Log record. Furthermore, a sentimental analysis of the call is conducted, and the information is stored in the 'Call Sentiments' field within the Call Log Lookup field. Additionally, a Minutes of Meeting (MOM) summarizing the entire call is generated and stored in the 'MOM (Minutes of Meeting)' field within the Call Log Lookup field.

You can view the call transcript from the call log of the respective record.

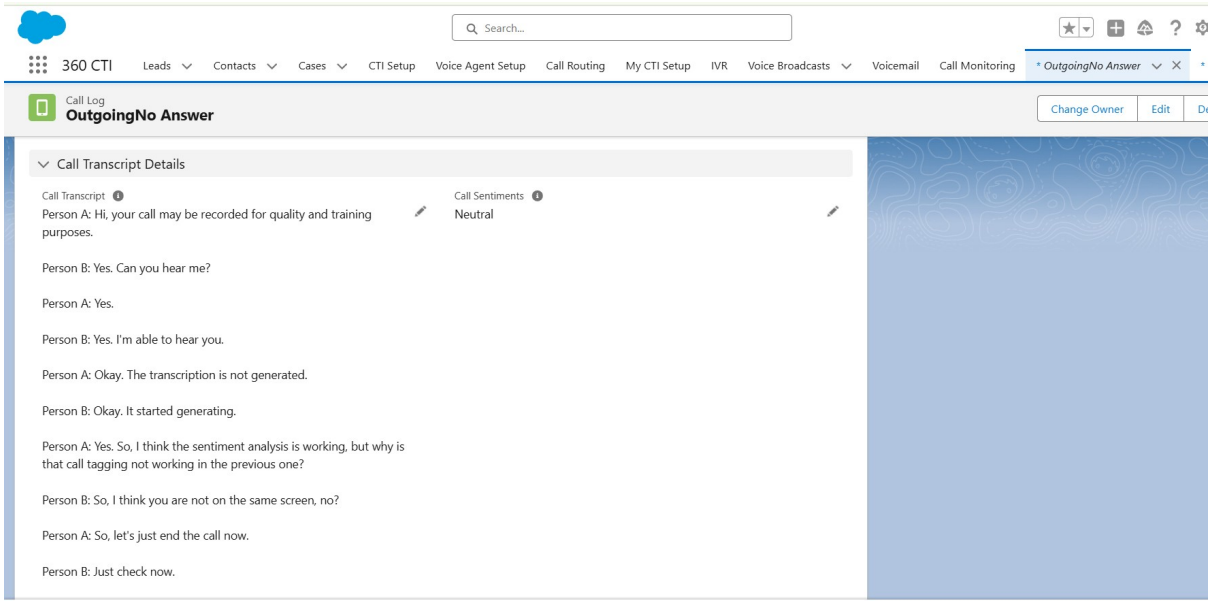
Once the call is completed, the following fields will be automatically populated based on your call-

Fields Updated After Call-

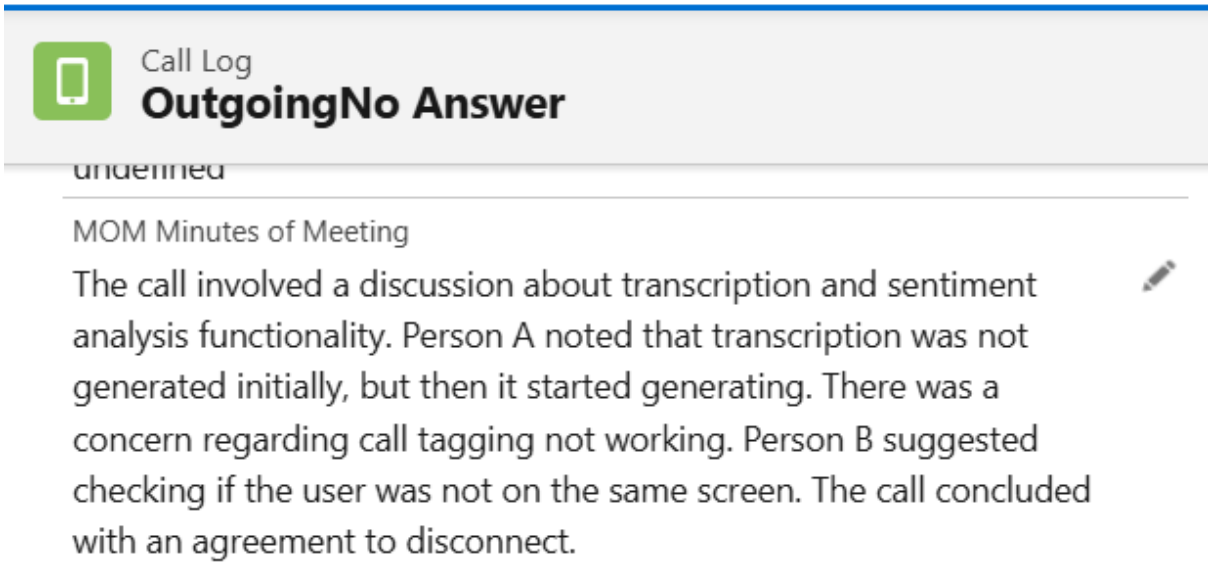
Call Transcript- This field contains the complete transcript of the call, capturing the conversation between the customer and the agent.



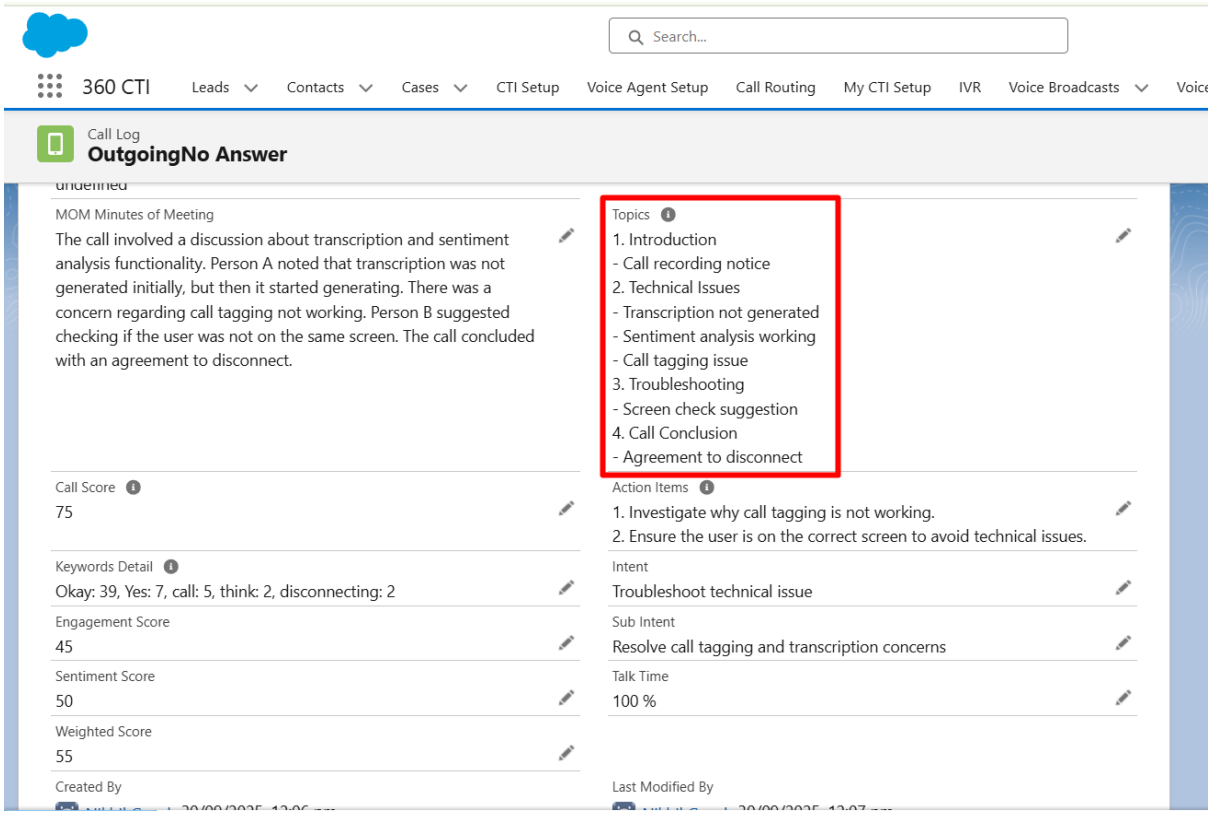
Call Sentiments- This field represents the sentiment of the call (e.g., Positive, Neutral, or Negative)**.**



MOM Minutes of Meeting- Provide the Meeting summary



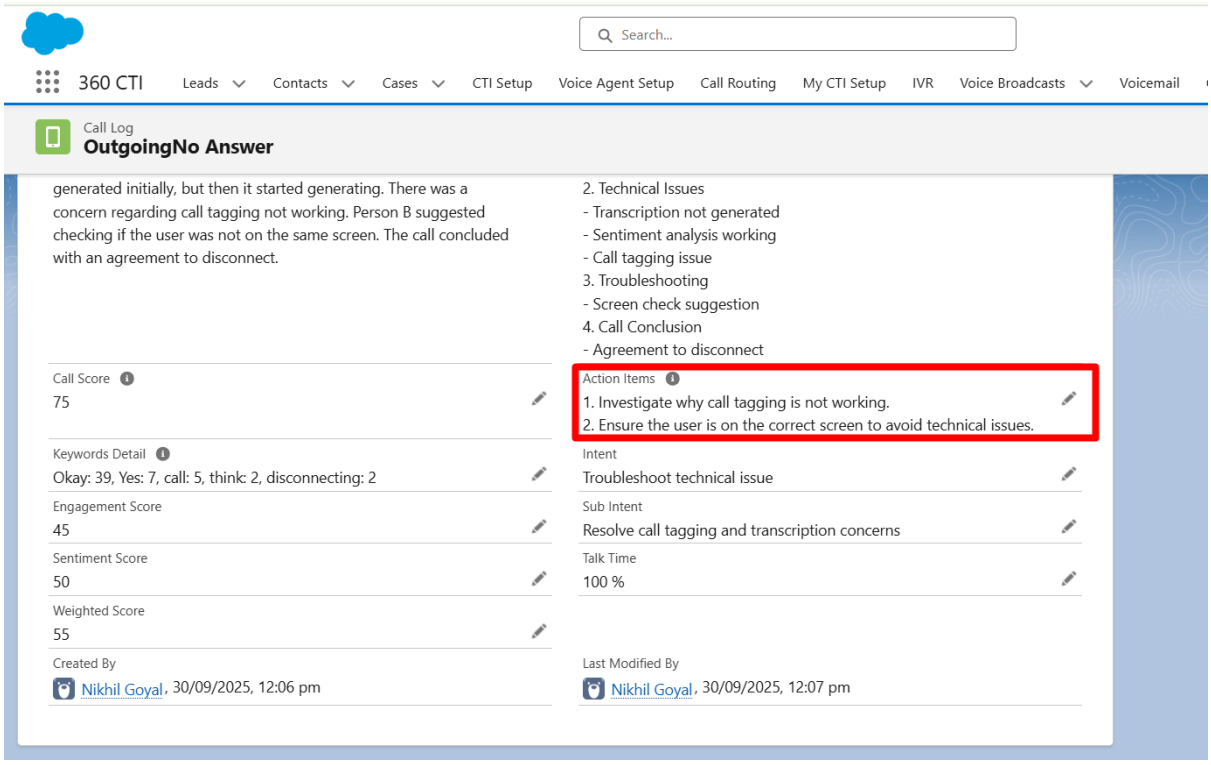
Topics- This field lists the main topics or subjects discussed during the call.



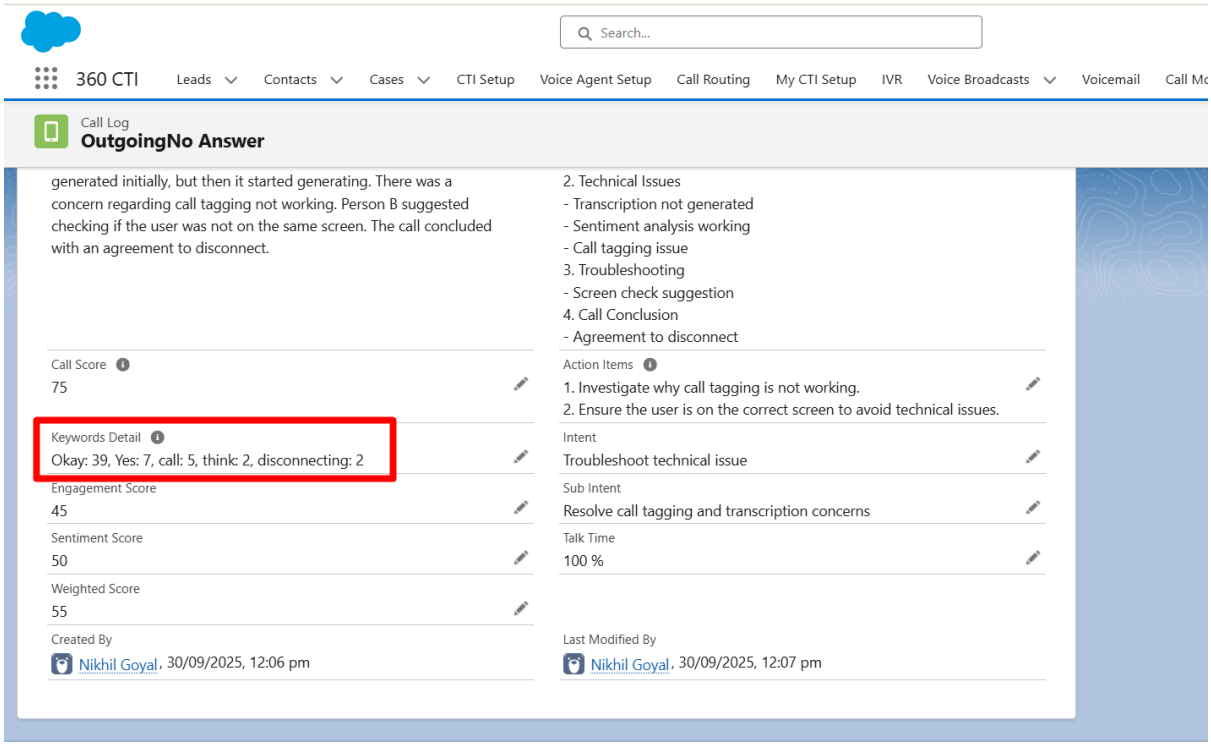
Call Score- This field represents the overall score of the call based on predefined criteria mentioned in the CTI General Setting's Call Transcript Keywords field.

Call s

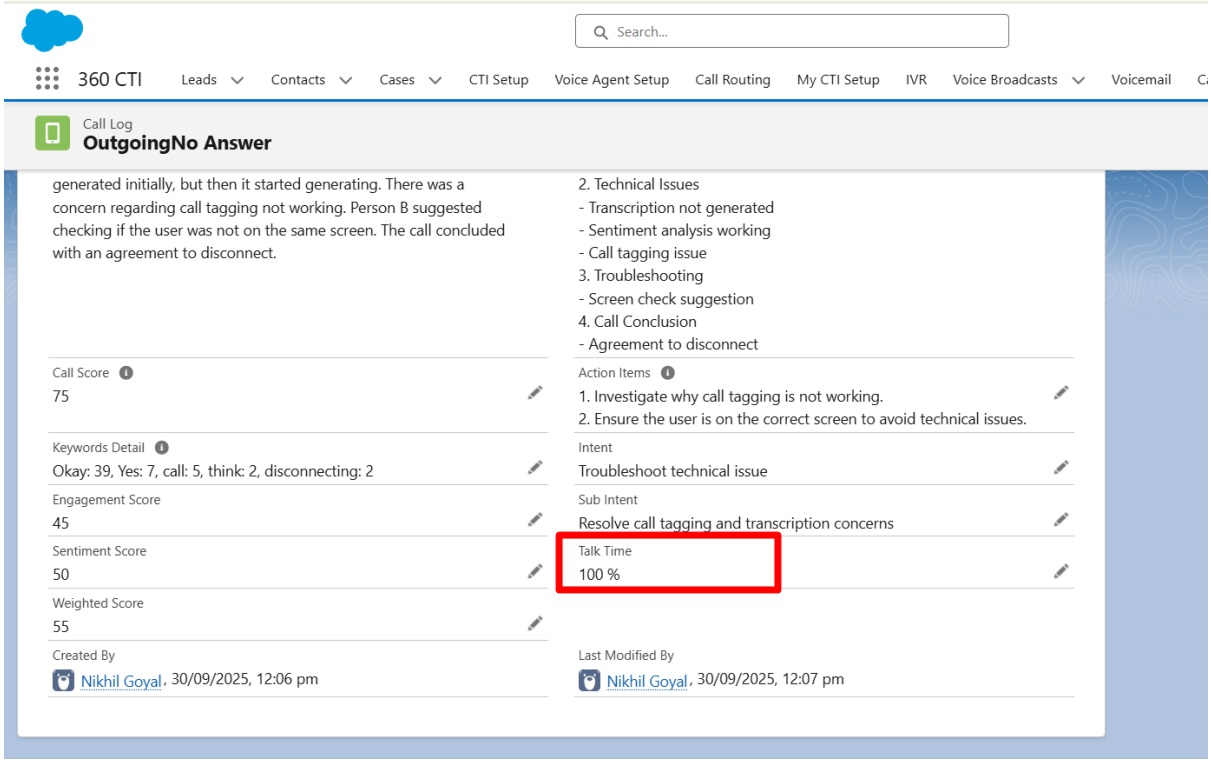
Action item- This field highlights the specific action items or tasks discussed during the call.



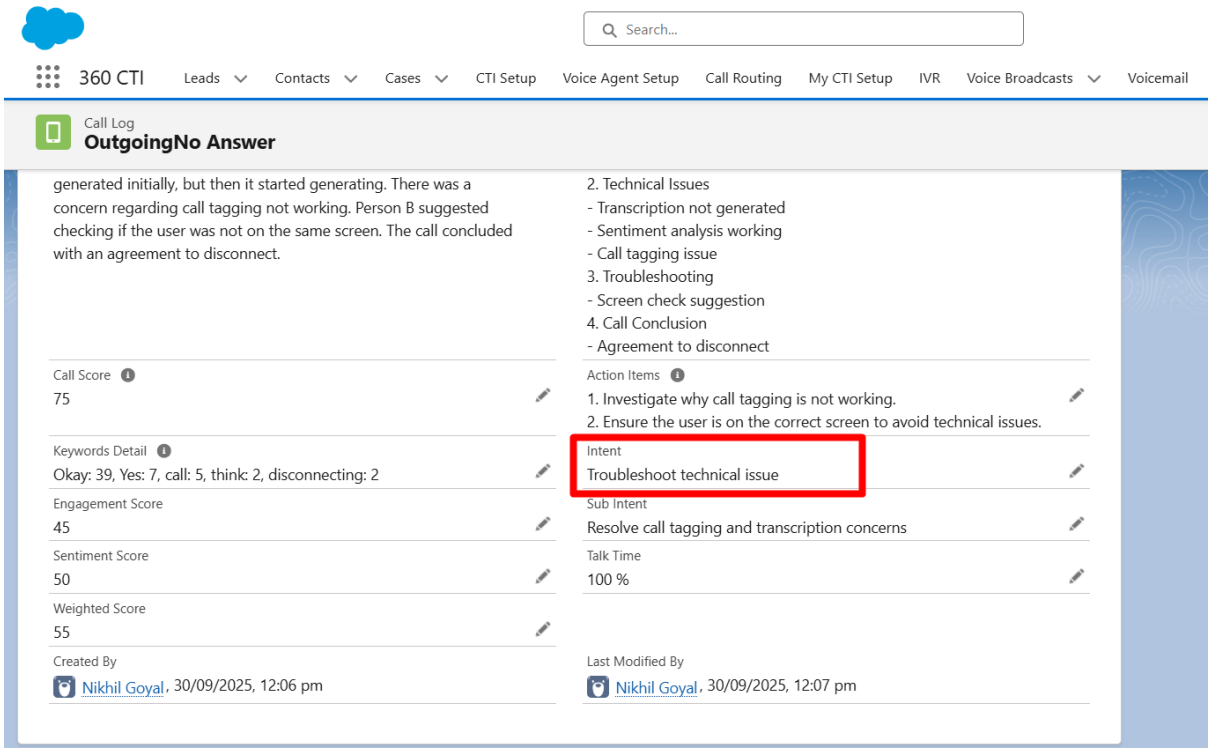
Keyword Details- This field tracks and stores all the keywords identified during the call. The keywords can be defined on the CTI General Setting's Call Transcript Keywords field.



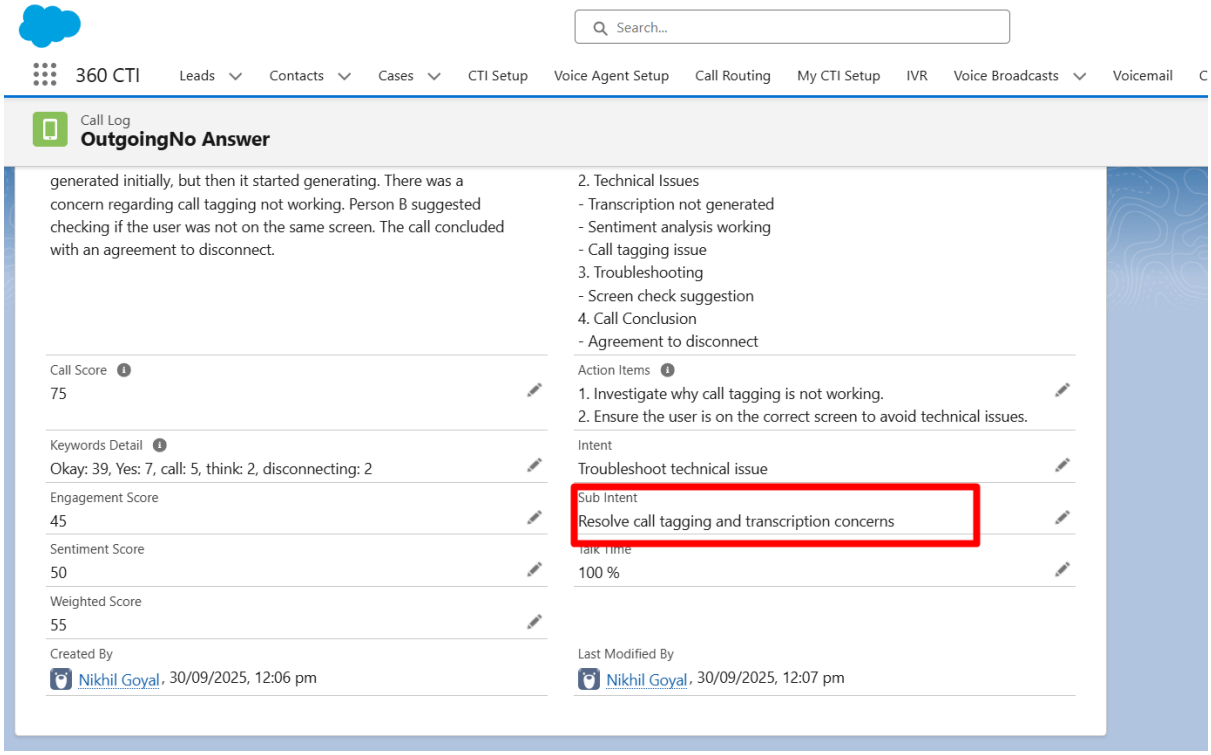
Talk time-This will auto-populate based on the customer's idle time during the call. It also helps you analyze whether the call with the customer is progressing smoothly.



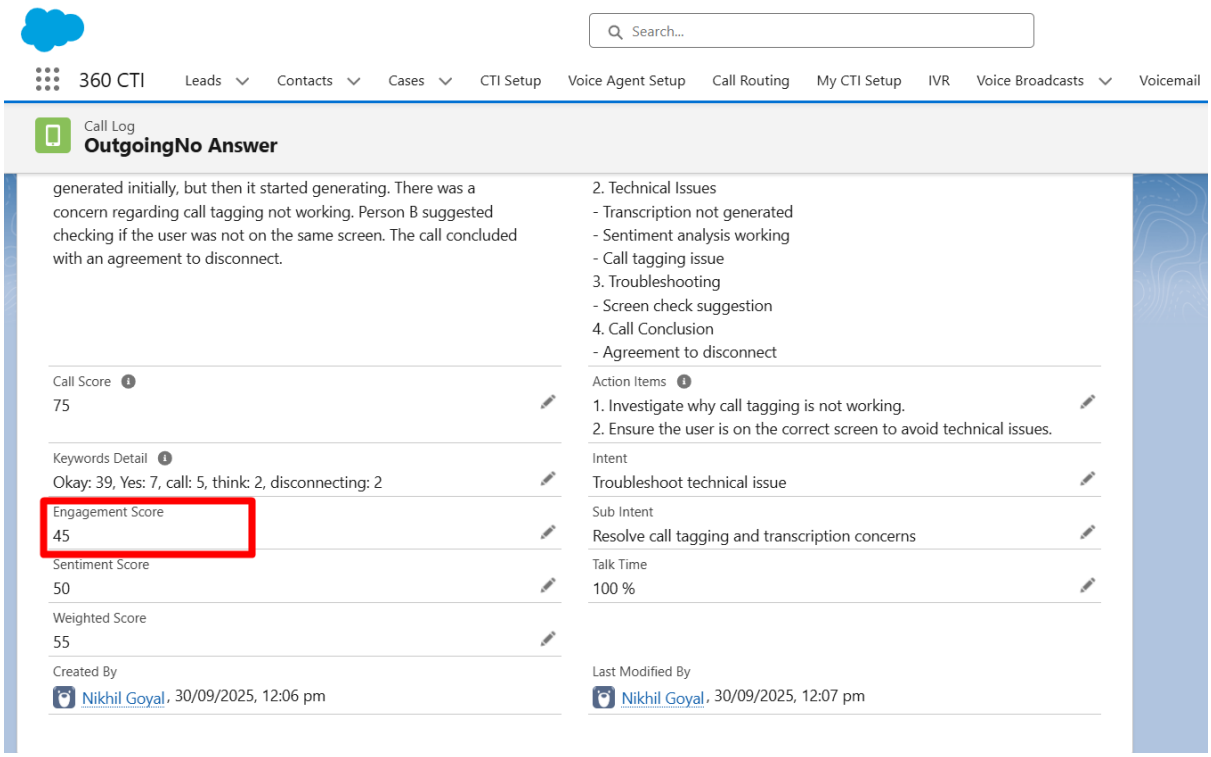
Intent- Purpose of the call.



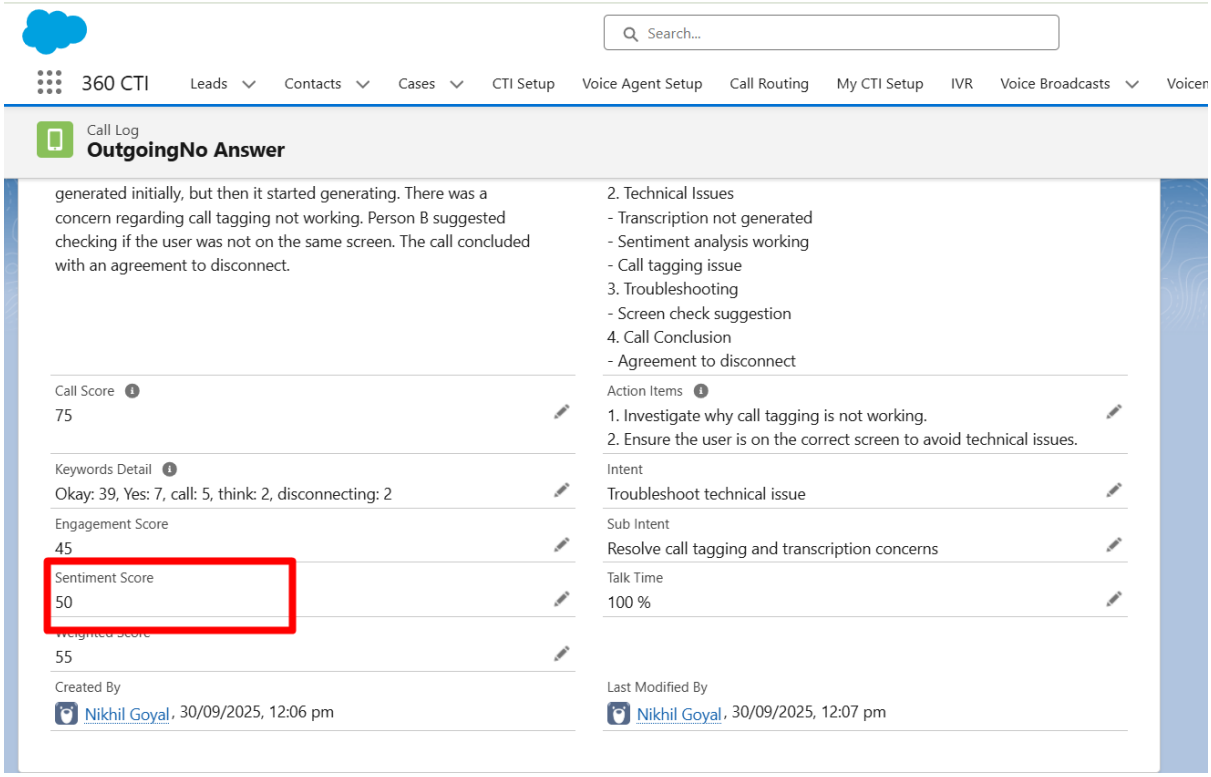
Sub Intent- If the issue/concern is catered or not.



Engagement Score - This is used to measure how actively and meaningfully a customer interacts during a call**.**



Sentiment Score- This is used to measure the emotional tone of a conversation. It helps determine whether the customer's mood or attitude during the call was positive, neutral, or negative.



Weighted Score- Used to measure call quality by giving more important factors, like issue resolution or customer satisfaction, a higher impact on the overall score.

