

Overview

Sentiment Analysis is a natural language processing (NLP) technology using AI to determine whether word choice during a call is positive, negative or neutral.

Call Transcription is a prerequisite to enable **Sentiment Analysis**.

Note: Sentiment Analysis is available in the **Call History** section of the Simplicity portal and is viewable by **Office Manager**, **Site Manager** and **Call Center Supervisor** roles.



The screenshot shows the login page for the Simplicity VoIP client portal. At the top is the Simplicity VoIP logo. Below it are two input fields: 'Login Name' with the value '717@simplicity' and 'Password' with masked characters. A blue 'Log In' button is positioned below the fields. At the bottom, there are links for 'Forgot Login Name' and 'Forgot Password'.

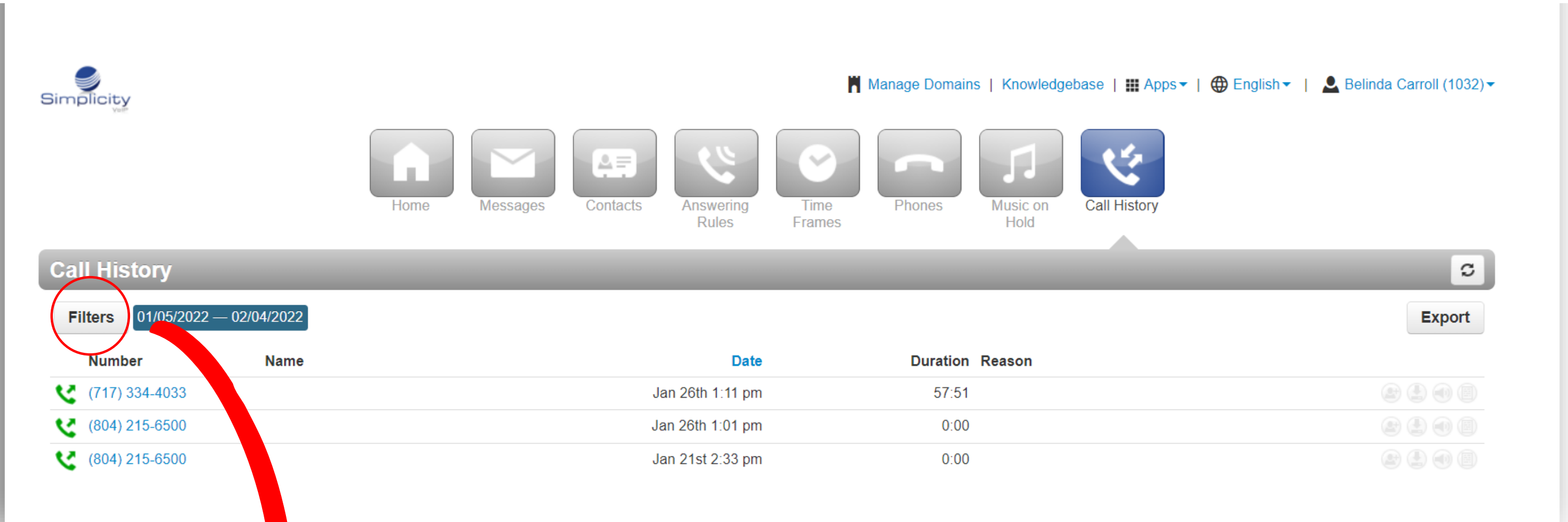
Accessing Sentiment Analysis

Sign into the Simplicity Client Portal using Google Chrome.

Login to the Client Portal at

<https://mysimplicityvoip.com/portal/>

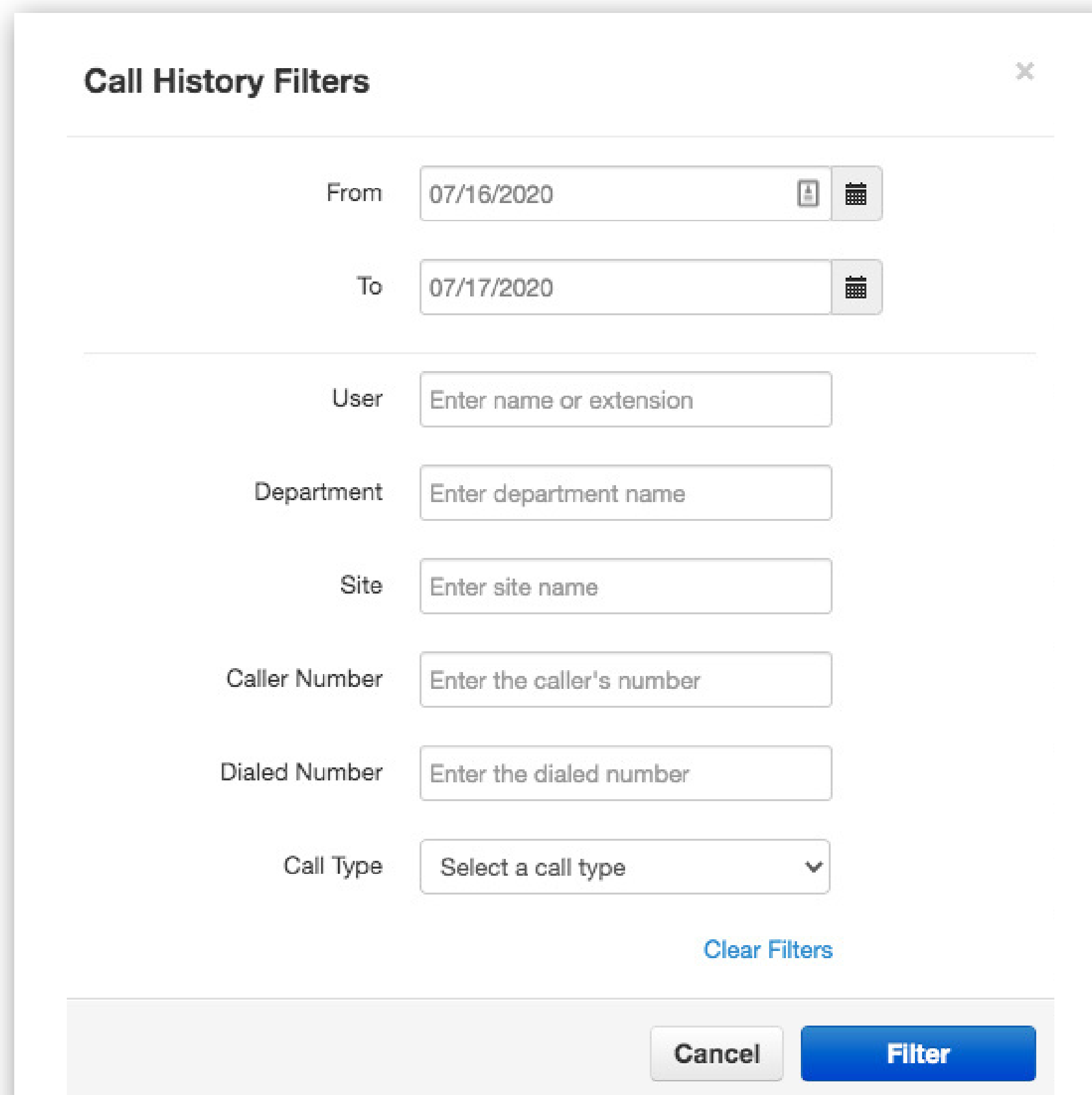
To access a **Sentiment Analysis**, click on the **Call History** tab.



The screenshot shows the Simplicity VoIP dashboard with the 'Call History' tab selected. A 'Filters' button is circled in red, and a red arrow points from it to the text below. The 'Call History' section displays a table with columns for Number, Name, Date, Duration, and Reason. The table contains three rows of call data.

Number	Name	Date	Duration	Reason
(717) 334-4033		Jan 26th 1:11 pm	57:51	
(804) 215-6500		Jan 26th 1:01 pm	0:00	
(804) 215-6500		Jan 21st 2:33 pm	0:00	


Then click the **Filters** button which will allow you to select results by date, user, department, site, caller number, dialed number and call type (inbound, outbound, missed, and extension to extension).

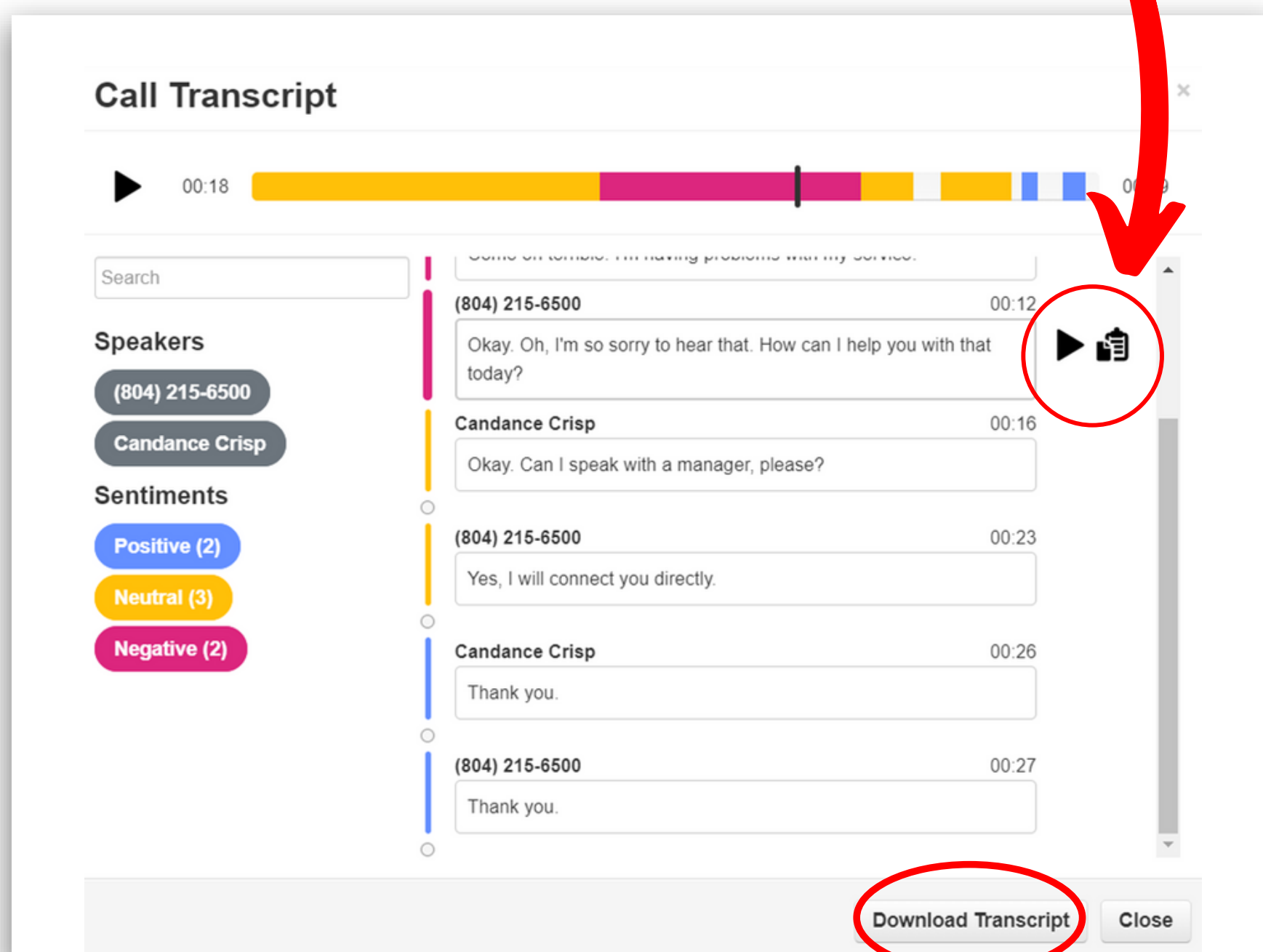


The 'Call History Filters' dialog box is shown with the following fields:

- From:** 07/16/2020
- To:** 07/17/2020
- User:** Enter name or extension
- Department:** Enter department name
- Site:** Enter site name
- Caller Number:** Enter the caller's number
- Dialed Number:** Enter the dialed number
- Call Type:** Select a call type

Buttons: Clear Filters, Cancel, Filter

Once a call is selected, you can view a copy of the transcribed call by clicking the **Listen** button,  which will bring up the **Call Transcript** window with **Sentiment Analysis**. From here you may listen to the full recording or the individual call segment by clicking the arrow that comes up when you hover to the right of any segment of the call.



Sentiment Analysis corresponds to the colors yellow, pink and blue which will appear next to the name of each person speaking and their transcribed words.

Yellow represents Neutral, Pink represent Negative, and Blue represents Positive.

A .csv file of the transcribed call, that includes a column documenting **Sentiment Analysis**, is available for download by clicking the **Download Transcript** button.

	A	B	C	D	E	F
1	Speaker	Sentiment	Comment	Start Time	End Time (HH:MM:SS)	
2	sip:1032wp@simplicityvoip	Neutral	Hello. Mrs crab. I was calling from Acme Brick Company to check on your account today.	0:00:03	0:00:09	
3	sip:1003@simplicityvoip	Neutral	Okay.	0:00:10	0:00:11	
4	sip:1003@simplicityvoip	Neutral	How may I help?	0:00:11	0:00:12	
5	sip:1032wp@simplicityvoip	Neutral	we were just wondering if you would like to renew your contract.	0:00:13	0:00:16	
6	sip:1003@simplicityvoip	Negative	No. Thank you.	0:00:16	0:00:17	
7	sip:1032wp@simplicityvoip	Positive	Okay, well, thank you. And have a nice day.	0:00:18	0:00:20	
8	sip:1003@simplicityvoip	Neutral	You too. Bye bye.	0:00:20	0:00:22	