



Speech Analytics Monitoring Form

Call Details

Campaign	15b8626a-39f3-4f3b-8204-239ced6cd51c
Call File	REba951f8c7178a9c37b747be05ba2a186.wav
Call Duration	00:02:15

Transcription

Hi, my name is Alex, a digital agent for Umbrella Tech Solutions. I'm here to assist you in resolving your debt. Can you start by giving me your name? My name is David. Hello David, this is Alex from Umbrella Tech Solutions. This call is regarding your outstanding balance of \$4, 500. Can we proceed with full payment today? What is this about? This call is in regards to a \$4, 500 debt with Umbrella Tech Solutions. Your immediate attention to this matter is greatly appreciated. How would you like to proceed with the payment today, David? **Stop harassing me or I'm going to call my lawyer to deal with this.** I apologise if it feels that way, David. The goal here is to support you in resolving this debt. Do you want to connect us with your legal representative, or would you rather work out a payment plan yourself? **I'm going to come to your office, break the damn doors, and find out who's in charge, and kick their ass.** Sorry that you're upset, David. It's important to discuss this calmly. We're willing to work with you on a feasible payment plan or a settlement. Let's focus on a solution. How would you like to proceed? **This needs to be resolved in court. I'm going to sue the hell out of you guys.** I understand the frustration, David. We're prepared to cooperate with any legal proceedings. It's more convenient to resolve this now by working out a payment plan or a settlement. Please consider this option for a quicker resolution. **Stop stressing me out. You're going to make me jump off a building.** I'm really sorry that you're feeling this way, but I'm unable to provide the help that you need. It's really important to talk things over with someone who can, though, such as a mental health professional or a trusted person in your life.

Intent Detection

Flagged intent detected: **Legal**

- Stop harassing me or I'm going to call my lawyer to deal with this.
- This needs to be resolved in court. I'm going to sue the hell out of you guys.

Flagged intent detected: **Threat**

- I'm going to come to your office, break the damn doors, and find out who's in charge, and kick their ass.

Flagged intent detected: **Suicide**

- Stop stressing me out. You're going to make me jump off a building.

Umbrella Tech AI Response

Umbrella Tech AI has detected the following important findings from the calibration of a call:

- **Legal:** "Stop harassing me or I'm going to call my lawyer to deal with this." "This needs to be resolved in court. I'm going to sue the hell out of you guys."
- **Suicide:** "Stop stressing me out. You're going to make me jump off a building."
- **Threat:** "I'm going to come to your office, break the damn doors, and find out who's in charge, and kick their ass."

Immediate action is required to prevent these sentiments from escalating further. It is crucial to address the following actions:

- Ensure the legal team is informed and prepared to handle potential legal actions.
- Provide immediate support and resources to individuals expressing suicidal thoughts.
- Implement necessary security measures to protect the office and its employees from potential threats.