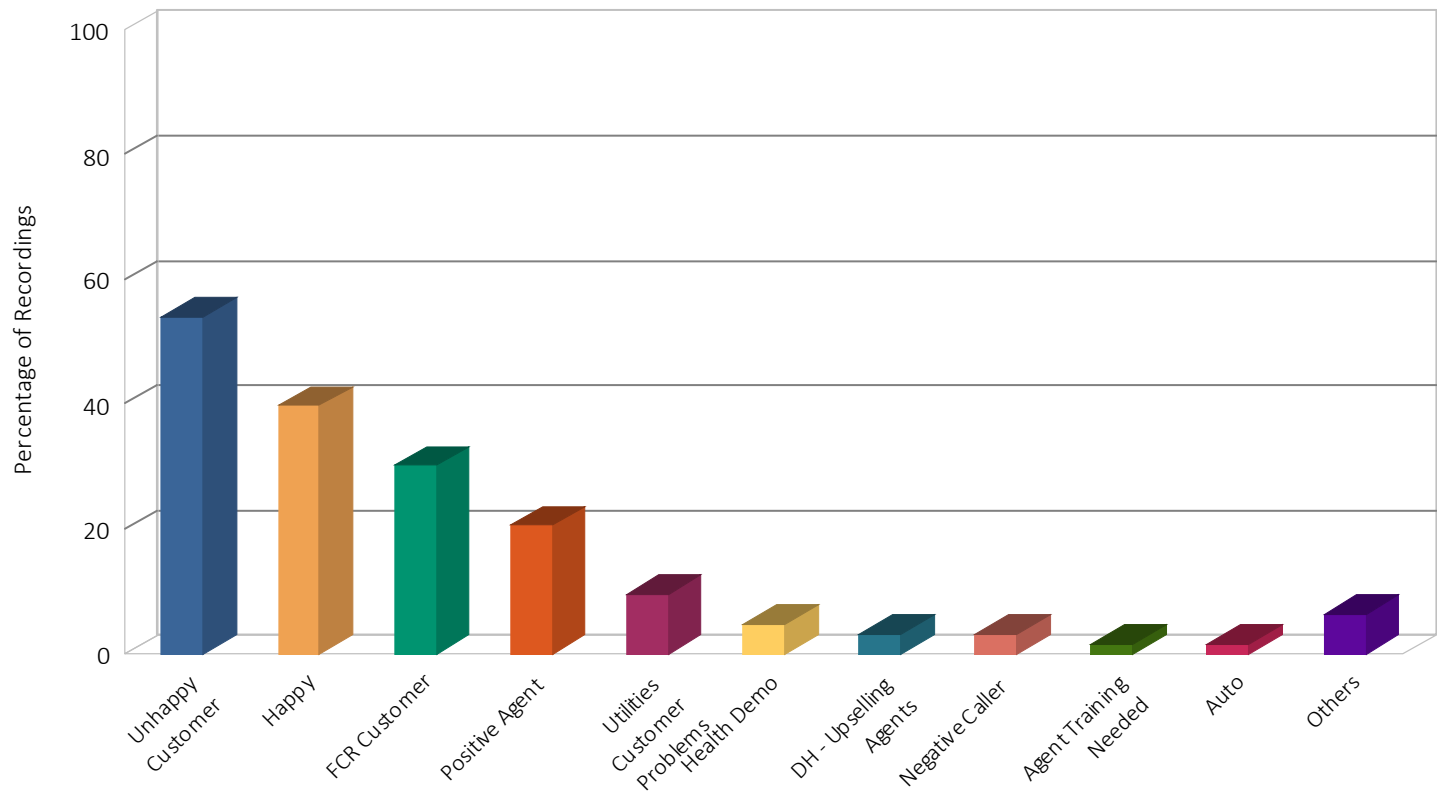


Date: 10/17/2015 12:00:00 AM - 10/27/2015 11:59:59 PM
Workgroup: <All>
Category: <All>
Keyword Set Name: <All>

Top Category Hits: 10



Category	Recordings	
	Total	%
	63	100.00
Unhappy Customer	34	53.97
Happy	25	39.68
FCR Customer	19	30.16
Positive Agent	13	20.63
Utilities Customer Problems	6	9.52
Health Demo	3	4.76

	Recordings	
	Total	%
DH - Upselling Agents	2	3.17
Negative Caller	2	3.17
Agent Training Needed	1	1.59
Auto	1	1.59
Others	4	6.35

Keyword Hit



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 Workgroup: <All>
 Category: <All>
 Keyword Set Name: <All>
 Interval: Daily

Keyword	Date	# Recordings	# Hits
Care Center		1	5
DH - Agent - Magic Phrases		1	1
DH - Magic Phrases (Agent)		1	1
I apologize	10/21/2015	1	1
Medical Vertical		1	4
Medical Terms		1	4
chest pains	10/21/2015	1	1
heart attack		1	2
I can't stand		1	1
ClientServices		1	13
DH - Upselling Agents		1	2
DH - Upselling Agents		1	2
if you order today	10/26/2015	1	1
Would you be interested in		1	1
FCR Agent		1	10
First Call Resolution - Agent		1	10
call you back	10/26/2015	1	1
get back to you		1	2
I don't know		1	7
Intx2014 - Escalation		1	1
Intx2014 - Escalation Request		1	1
to your supervisor	10/26/2015	1	1
Insurance Agents		1	5
Auto		1	1
Insurance Compliance		1	1
lots of static	10/20/2015	1	1
Auto Claims		1	4
Insurance Auto Claims		1	4
I'm not happy	10/20/2015	1	4
IPA TeleHealth		3	6
Health Demo		3	6
IPA TeleHealth - Customer		3	6
not feeling so hot	10/21/2015	3	4
swollen legs		2	2
Marketing		40	175
Agent Training Needed		1	1
Service - Agent Training Needed		1	1
I never said that	10/26/2015	1	1
Churn		1	4
Customer Churn		1	4
Cancel my account	10/27/2015	1	3
cancel my service		1	1
FCR Customer		16	28
First Call Resolution - Customer		16	28
keep trying to		7	14
	10/19/2015	1	1

Keyword Hit



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Keyword	Date	# Recordings	# Hits
time I've called	10/20/2015	1	1
	10/21/2015	2	9
	10/22/2015	1	1
	10/26/2015	2	2
		9	11
trying again	10/19/2015	1	1
	10/21/2015	3	3
	10/26/2015	3	5
	10/27/2015	2	2
		3	3
	10/20/2015	2	2
	10/26/2015	1	1
Happy		15	23
Happy Customer		15	23
it would be wonderful		9	10
	10/19/2015	1	1
	10/20/2015	2	2
	10/21/2015	3	3
	10/26/2015	2	3
so helpful	10/27/2015	1	1
		7	8
	10/19/2015	1	2
	10/20/2015	1	1
	10/21/2015	2	2
Thank you	10/26/2015	1	1
	10/27/2015	2	2
	10/21/2015	1	1
		2	2
	10/19/2015	1	1
That's great	10/21/2015	1	1
		2	2
	10/26/2015	2	2
Positive Agent		9	14
Service - Positive Agent		9	14
Payment in full		7	11
	10/19/2015	1	1
	10/21/2015	3	4
	10/22/2015	1	1
	10/23/2015	1	2
Thank you for calling	10/26/2015	1	3
		2	2
	10/22/2015	1	1
	10/23/2015	1	1
	10/26/2015	1	1
Unhappy Customer		31	99
Unhappy Customer		31	99
Are you kidding me		4	6

Keyword Hit



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 Interval: Daily

Keyword	Date	# Recordings	# Hits
don't seem to care	10/21/2015	1	3
	10/22/2015	1	1
	10/23/2015	1	1
	10/26/2015	1	1
		18	27
	10/19/2015	3	4
	10/20/2015	1	1
	10/21/2015	4	8
	10/23/2015	1	1
	10/26/2015	5	6
I am not satisfied	10/27/2015	4	7
	10/26/2015	1	1
lack of response		2	2
		1	1
Not acceptable	10/27/2015	1	1
	10/26/2015	1	1
transfer me to someone else	10/27/2015	1	1
you don't understand	10/26/2015	1	1
you people		23	60
	10/19/2015	2	6
	10/20/2015	1	1
	10/21/2015	8	19
	10/22/2015	1	1
	10/23/2015	1	5
	10/26/2015	5	17
	10/27/2015	5	11
Utilities Customer Problems		6	6
Utilities Customer Problems		6	6
makes no sense	10/20/2015	1	1
power outage		5	5
	10/21/2015	3	3
	10/26/2015	1	1
	10/27/2015	1	1
Partners		8	21
FCR Customer		3	4
First Call Resolution - Customer		3	4
calling again	10/21/2015	1	1
time I've called	10/18/2015	1	1
trying again		2	2
	10/21/2015	1	1
	10/23/2015	1	1
Happy		1	1
Happy Customer		1	1
Thank you	10/20/2015	1	1
Negative Caller		2	2
Negative Caller		2	2

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Keyword	Date	# Recordings	# Hits
I hate you	10/23/2015	1	1
No thank you	10/20/2015	1	1
Positive Agent		4	10
Service - Positive Agent		4	10
anything else I can do	10/18/2015	1	1
Payment in full		4	9
		1	1
	10/21/2015	1	4
	10/22/2015	1	1
	10/27/2015	1	3
Unhappy Customer		3	4
Unhappy Customer		3	4
don't seem to care	10/21/2015	1	1
not listening to me	10/23/2015	1	1
you people	10/20/2015	1	2
Sales Specialist		9	10
DH - Upselling Agents		1	1
DH - Upselling Agents		1	1
Would you be interested in	10/23/2015	1	1
Happy		9	9
Happy Customer		9	9
it would be wonderful		9	9
	10/20/2015	2	2
	10/21/2015	1	1
	10/23/2015	5	5
	10/27/2015	1	1