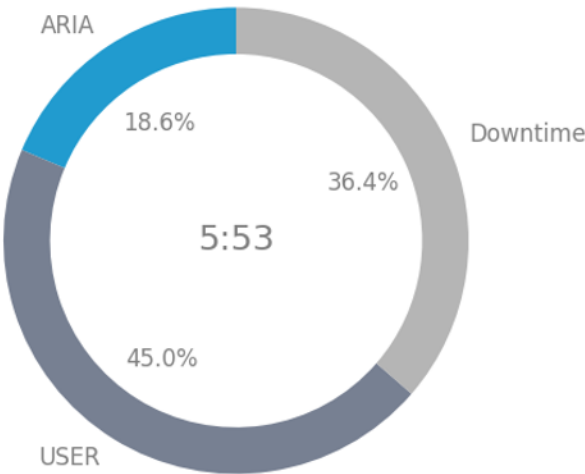


Summary

You had a conversation with ARIA, a disgruntled hotel guest. You attempted to address concerns, but ARIA insisted on speaking with the Hotel Manager. You utilized active listening and problem-solving skills. Long-term implications of such conversations may impact customer satisfaction and hotel reputation.



Balance of your speaking and listening time during the conversation.

Speaker	Sentiment	Emotional Shifts	Personality Insights	Detailed Sentiment
ARIA	Negative	<ul style="list-style-type: none">Start: neutral → negative <i>ARIA started with a negative tone due to a bad experience.</i>Middle: negative → frustrated <i>ARIA became more frustrated as the conversation progressed.</i>End: frustrated → hostile <i>By the end of the conversation, ARIA became hostile due to unresolved issues.</i>	<ul style="list-style-type: none">Dominant ARIA demonstrated a strong desire to express their dissatisfaction directly to the hotel manager. This suggests that ARIA values direct communication and may be assertive in their interactions.Anxious ARIA's frustration and hostility indicate a high level of anxiety due to their unsatisfactory experience. This anxiety could be a result of unmet expectations and a sense of powerlessness in resolving the issues.	ARIA maintained a negative tone throughout, showing dominance and anxiety due to a bad experience.
USER	Neutral	<ul style="list-style-type: none">Start: neutral → empathetic <i>You started with a neutral tone and showed empathy towards ARIA's concerns.</i>Middle: empathetic → calm <i>You remained calm and tried to resolve the issue despite ARIA's frustration.</i>End: calm → positive <i>At the end of the conversation, you remained calm and</i>	<ul style="list-style-type: none">Empathetic You demonstrated understanding and validation of ARIA's concerns, showing a readiness to listen and provide emotional support. Your empathetic approach suggests that you are likely to build trust in future conversations, which will foster a more collaborative problem-solving environment.	You maintained a neutral tone, showing empathy and calmness throughout the conversation.

SpeakerSentiment	Emotional Shifts	Personality Insights	Detailed Sentiment
	<i>managed to de-escalate the situation, bringing a more positive tone.</i>	<ul style="list-style-type: none">• Calm Throughout the conversation, you remained composed and avoided escalating tensions, even when ARIA showed frustration. Your calm demeanor can help de-escalate heated situations and create a more constructive atmosphere, making you well-suited to mediate or resolve conflicts.	

ARIA



USER



Disfluencies (indicated in red above) are interruptions detected in your speech over the course of your conversation, (such as hesitations or filler words), that can affect clarity.

Conversational Analytics

Scientific literature shows that clarity is crucial for effective communication, and disfluencies (e.g., fillers like "um") can hinder message understanding and reduce credibility, especially in academic or business contexts. Other key speech characteristics that build strong relationships include **empathy**, which fosters understanding, **active listening**, which ensures mutual respect and productive discussions, and **trustworthiness**, which enhances credibility and collaboration. To learn how we can customize AI models to measure key traits that are essential in maintaining positive relationships and ensuring success in both academic and business environments, reach out to us [via email](#).

ARIA



USER



Clarity is a measure of the ease with which your message is typically understood during a conversation and maybe affected by disfluencies and sentence structure. ● Easy → (Clear, Crisp) → ● Moderate → (Vague, Cloudy) → ● Hard → (Obscure, Muddled)