

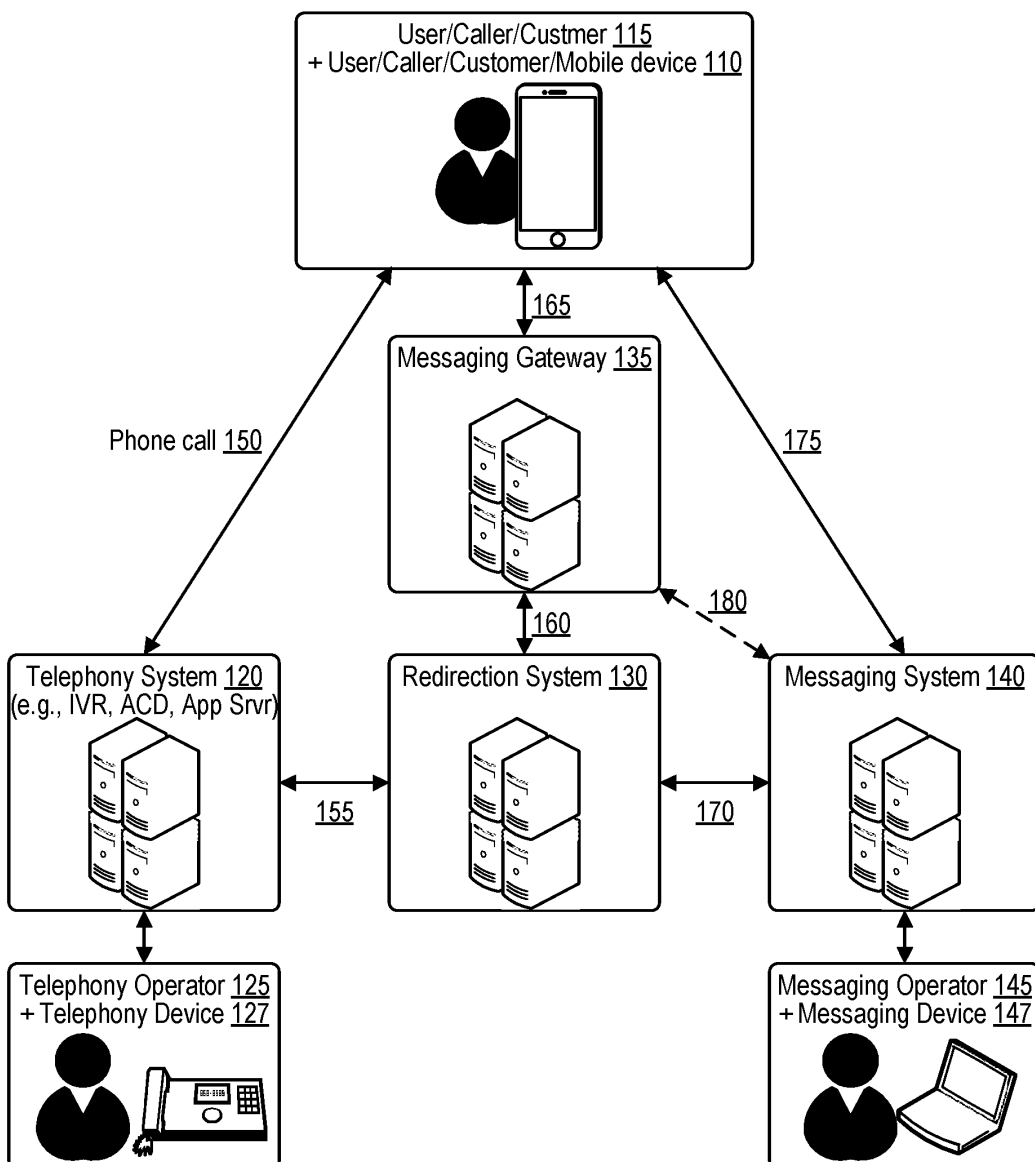
FIG. 1

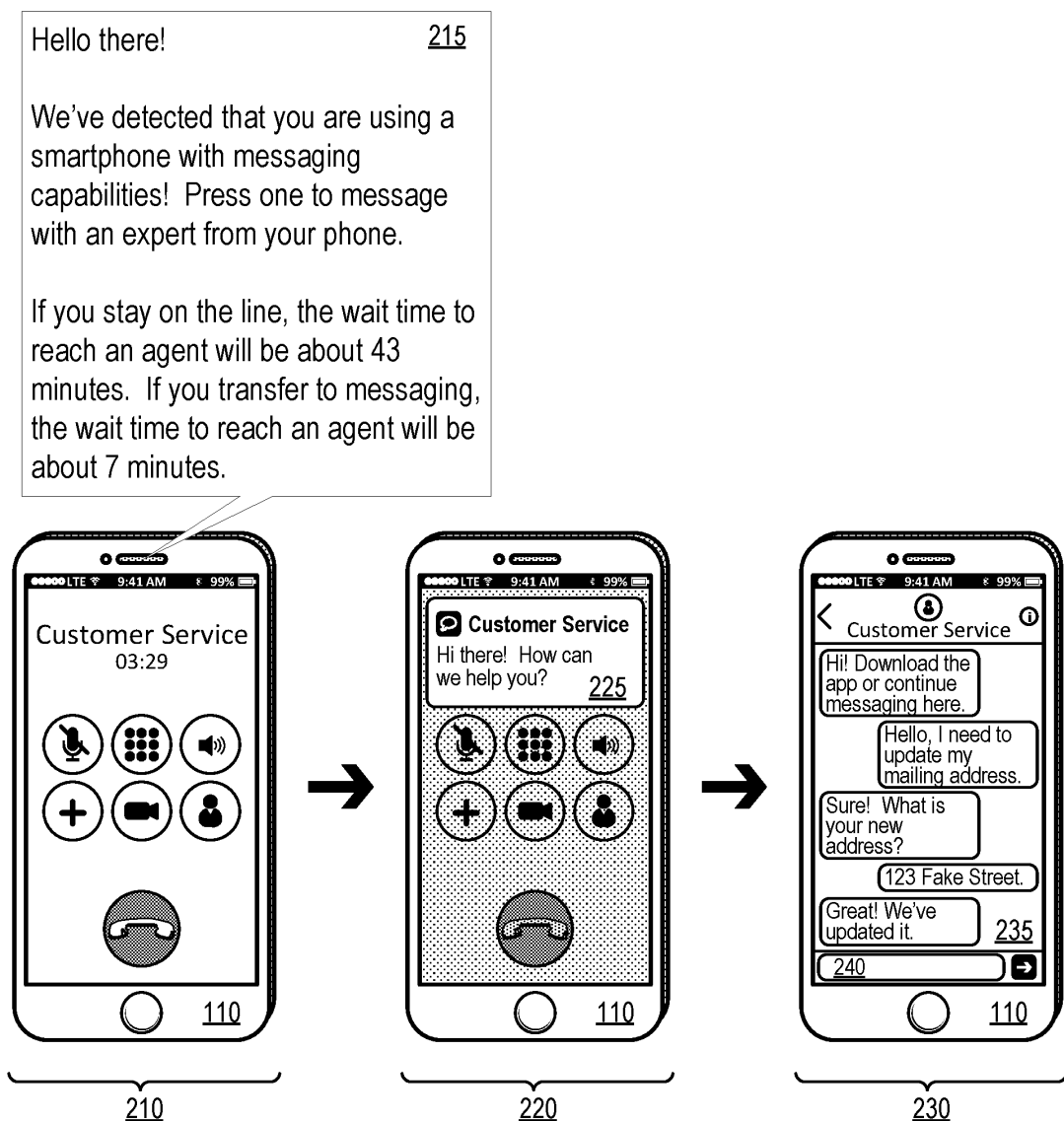
FIG. 2

FIG. 3

Messaging Operator Interface 305

Conversation Window 310

Caller

Msg Operator

03/30/2018
07:37 AM

Hi! Download the app or continue messaging here.

07:38 AM

Hello, I need to update my mailing address.

07:38 AM

07:38 AM

Sure! What is your new address?

07:39 AM

07:40 AM

123 Fake St, Phoenix, AZ 85003

07:39 AM

07:40 AM

Great! We've updated it.

...

Thank you for using

320

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Context Window 315

Call Start Time 330:

03/30/2018 @ 07:35:11 AM

Call Redir Time 335:

03/30/2018 @ 07:36:48 AM

Call Skill 340:

Technical Support

Caller Device Num 345:

1 (555) 555-1234

Dialed Num 350:

1 (800) 555-5678

IVR speech 355:

“Hello. Welcome to customer service. Please press one to transfer to messaging.”

Caller Info 360:

John Smith
123 Fake St.
Phoenix, AZ 85003

Caller History 365:

Called previously on:
03/25/2018 @ 09:14:43 AM
09/13/2015 @ 02:48:21 PM

Caller Device 370:

iPhone 6S, iOS 12.01

Caller Location 375:

Phoenix, AZ, USA

Call Audio 380:

 call-audio.mp3

Call Transcript 385:

 call-transcript.txt

Msg History 390:

 msg-history.txt

FIG. 4

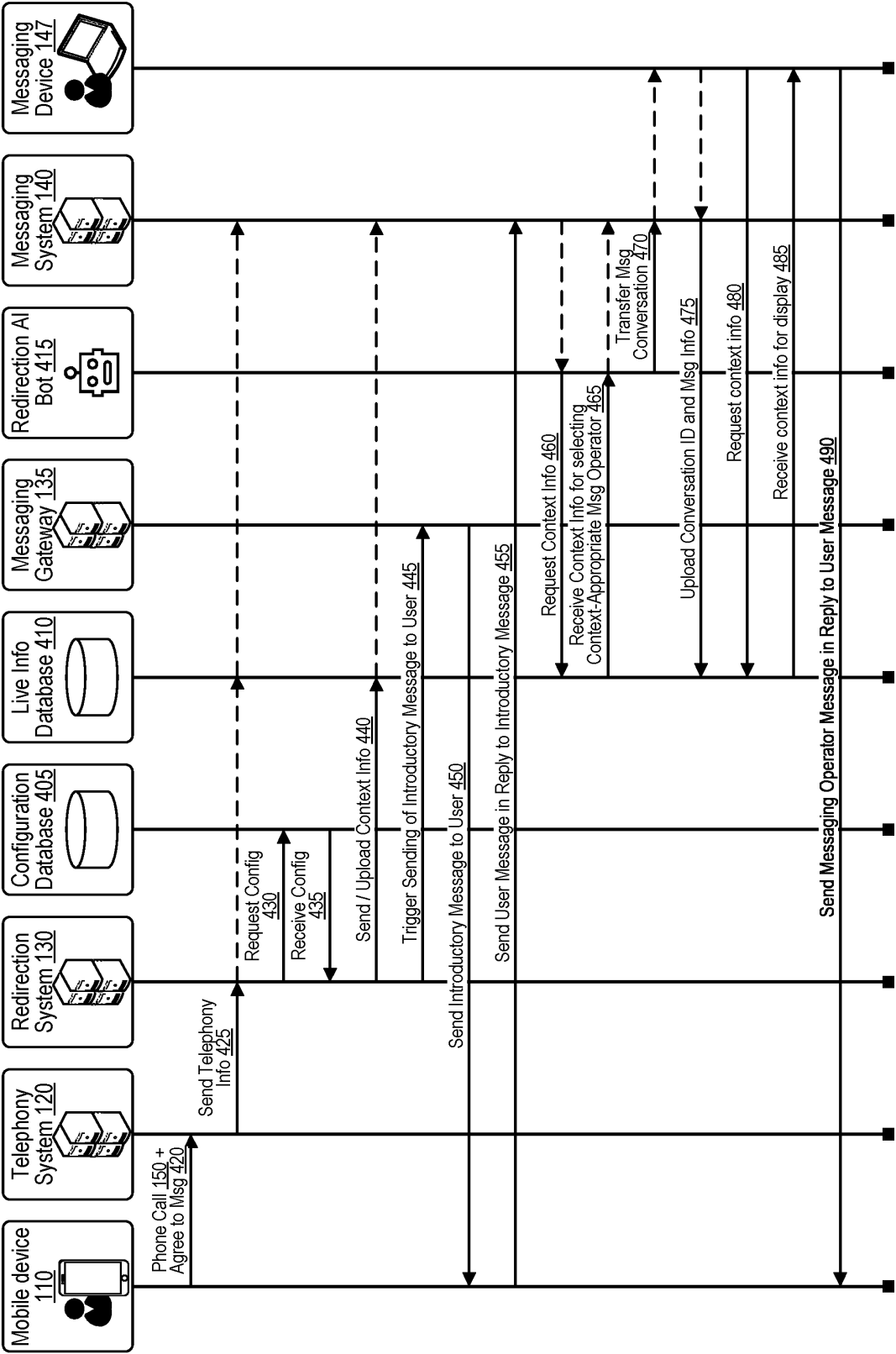


FIG. 5

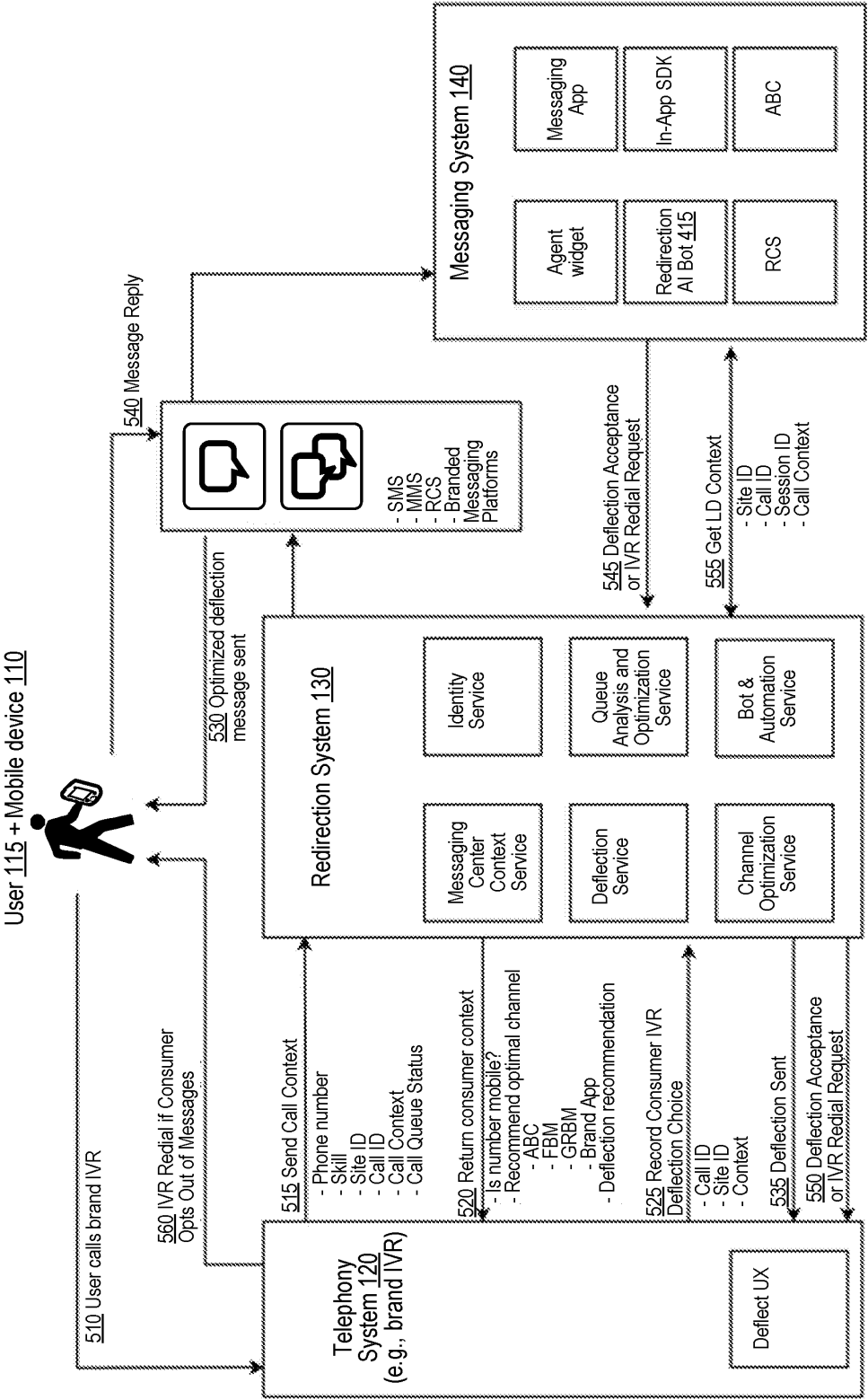


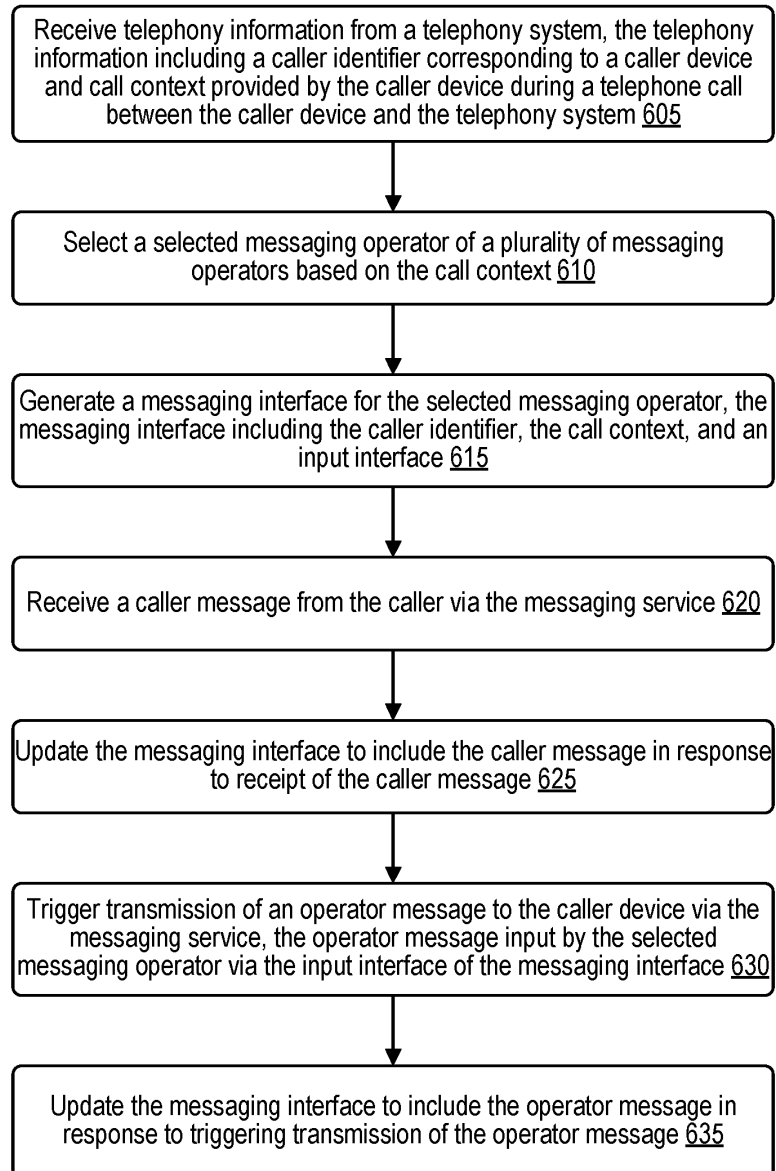
FIG. 6

FIG. 7

