



Call analytics and transcripts

Purpose

The Analytics page lists every conversation session your tenant's assistant has handled. You can filter by date, outcome, channel, and language. Each session opens into a detail page with its metadata and the full turn-by-turn transcript.

Prerequisites

- A tenant membership; the page shows the active tenant's sessions only.
- At least one session to look at. A quick run in the text test drive creates one (see the test drive doc).

Steps

1 Step 1

The screenshot displays the Ringle Analytics dashboard. On the left is a sidebar with a navigation menu. The main content area is titled 'Analytics' and features a filter bar at the top with fields for Start Date, End Date, Outcome, Channel, and Language. Below the filter bar is a 'Session History' table with one data row. The table columns are Session ID, Date, Duration, Outcome, Language, Channel, Contact, and Actions. The single row shows a session with ID 'text::0b', dated '7/9/2026, 4:22:00 PM', lasting '68s', with a 'Completed' outcome, 'en-US' language, and a 'Web' channel. The contact is listed as '—' and there is a 'View' action link.

Ringle

Demo Auto Shop
@demo-autoshop

OVERVIEW

- Dashboard
- Analytics**
- CONVERSATIONS & AI
 - Blueprints
 - Experiments
 - Intents
 - LLM Prompts
 - Capabilities
 - Engine Behavior
- TEST DRIVE
 - Text Chat
 - Voice Demo
- VOICE & MESSAGING
 - Voice Conferencing
- Account Settings
- User Guide

Demo Owner ☐

Log Out

Analytics

Start Date: mm/dd/yyyy End Date: mm/dd/yyyy Outcome: Channel: Language:

Session History

Session ID	Date	Duration	Outcome	Language	Channel	Contact	Actions
text::0b	7/9/2026, 4:22:00 PM	68s	Completed	en-US	Web	—	View

Action: Click Analytics under Overview in the sidebar.

✓ **What you should see:** A filter bar offers Start Date, End Date, Outcome, Channel, and Language. Below it, the Session History table lists sessions. Each row has Session ID (first 8 characters), Date, Duration, an Outcome chip, Language, a Channel chip, Contact (the caller number or customer email when known), and a View action.

2 Step 2

The screenshot shows the Ringle Analytics dashboard. On the left is a sidebar with navigation links: Overview (Dashboard, Analytics), Conversations & AI (Blueprints, Experiments, Intents, LLM Prompts, Capabilities, Engine Behavior), Test Drive (Text Chat, Voice Demo), and Voice & Messaging (Voice Conferencing, Account Settings, User Guide). The main area is titled 'Analytics' and contains filter fields for Start Date, End Date, Outcome (with a dropdown menu open showing 'All', 'Completed', 'Abandoned', and 'Failed'), Channel, and Language. Below the filters is a 'Session History' table with columns: Session ID, Date, Duration, Outcome, Language, Channel, Contact, and Actions. One session is listed with ID 'text::0b', date '7/9/2026, 4:22:00 PM', duration '68s', outcome 'Completed', language 'en-US', channel 'Web', and a 'View' link in the Actions column.

Session ID	Date	Duration	Outcome	Language	Channel	Contact	Actions
text::0b	7/9/2026, 4:22:00 PM	68s	Completed	en-US	Web	—	View

⚡ Action: Narrow the list with the filters. Open the Outcome dropdown to pick a result, set a date range, or pick a channel or language.

✓ What you should see: Outcome offers All, Completed, Abandoned, and Failed. Channel offers All, Voice, Chat, and Email. Language offers All, English, and Spanish. The table refreshes as you change filters. An empty result shows “No sessions found”.

3 Step 3

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OVERVIEW

- Dashboard
- Analytics**

CONVERSATIONS & AI

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Demo Owner ☐ ☐

[Log Out](#)

[Back to Analytics](#)

Session Detail – text::0b

Session

Language
en-US

Started
7/9/2026, 4:22:00 PM

Ended
7/9/2026, 4:23:08 PM

Outcome
Completed

Turns
15

Translation
Disabled

Transcript

Bot - Turn 0
Thanks for contacting Demo Auto Shop — I'm Ringle. I can help you book a service appointment. What do you need today?
7/9/2026, 4:22:00 PM

Customer - Turn 1
Hi, I need to schedule an oil change for my car.
7/9/2026, 4:22:01 PM

Bot - Turn 2
Happy to help you book a service. What do you need — for example an oil change, tire rotation, or brake inspection?
7/9/2026, 4:22:01 PM

Customer - Turn 3
Oil change.
7/9/2026, 4:22:02 PM

Bot - Turn 4
Got it — a Oil change.. What day and time work best for you?
7/9/2026, 4:22:02 PM

Customer - Turn 5
Tomorrow morning, like around 9 or 10, if you've got something open.
7/9/2026, 4:22:03 PM

Bot - Turn 6
Can I get your name and a phone number for the appointment?

Action: Click View on a session.

✓ **What you should see:** The session detail page opens with a “Back to Analytics” link and the session id in the title. The Session card on the left shows Language, Started, Ended, Outcome, Turns, and whether Translation was enabled. The Transcript card on the right shows the whole conversation as chat bubbles: bot turns on the left, customer turns on the right. Each bubble is labeled with its turn number and timestamp.

Troubleshooting

- “No sessions found”: the tenant has no sessions matching the filters. Clear the filters, or generate a session by running a short chat in the text test drive.

- “Error loading transcript” on the detail page: the session index and the transcript store are separate, and older sessions can outlive their transcript. Recent sessions show the full transcript; rerun a conversation if you need a fresh one.
- “Error loading data” in the table: the session query failed. Reload the page; if it keeps failing, sign out and back in.
- You need the full session id: the table shortens it to 8 characters, but the detail page URL contains the complete id.

Notes

- Routes: `/analytics` and `/analytics/sessions/:callId`. Source components: `pages/analytics/AnalyticsPage.jsx` and `pages/analytics/SessionDetailPage.jsx` in the portal app.
- The detail page is text only; there is no audio playback. Voice sessions appear with their transcribed turns.
- The captures were taken in the Demo Auto Shop tenant as its owner, so the transcript shown is a service-booking conversation for that shop.
- Test drive runs (text and voice) are recorded as sessions on the Web channel, so this page is also the easiest way to review your own test conversations.