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(54) **Titre : PROCÉDES ET APPAREILS POUR MODÉLISER DES EXPÉRIENCES D'INTERACTION DE CLIENT**
(54) **Title: METHODS AND APPARATUSES FOR MODELING CUSTOMER INTERACTION EXPERIENCES**

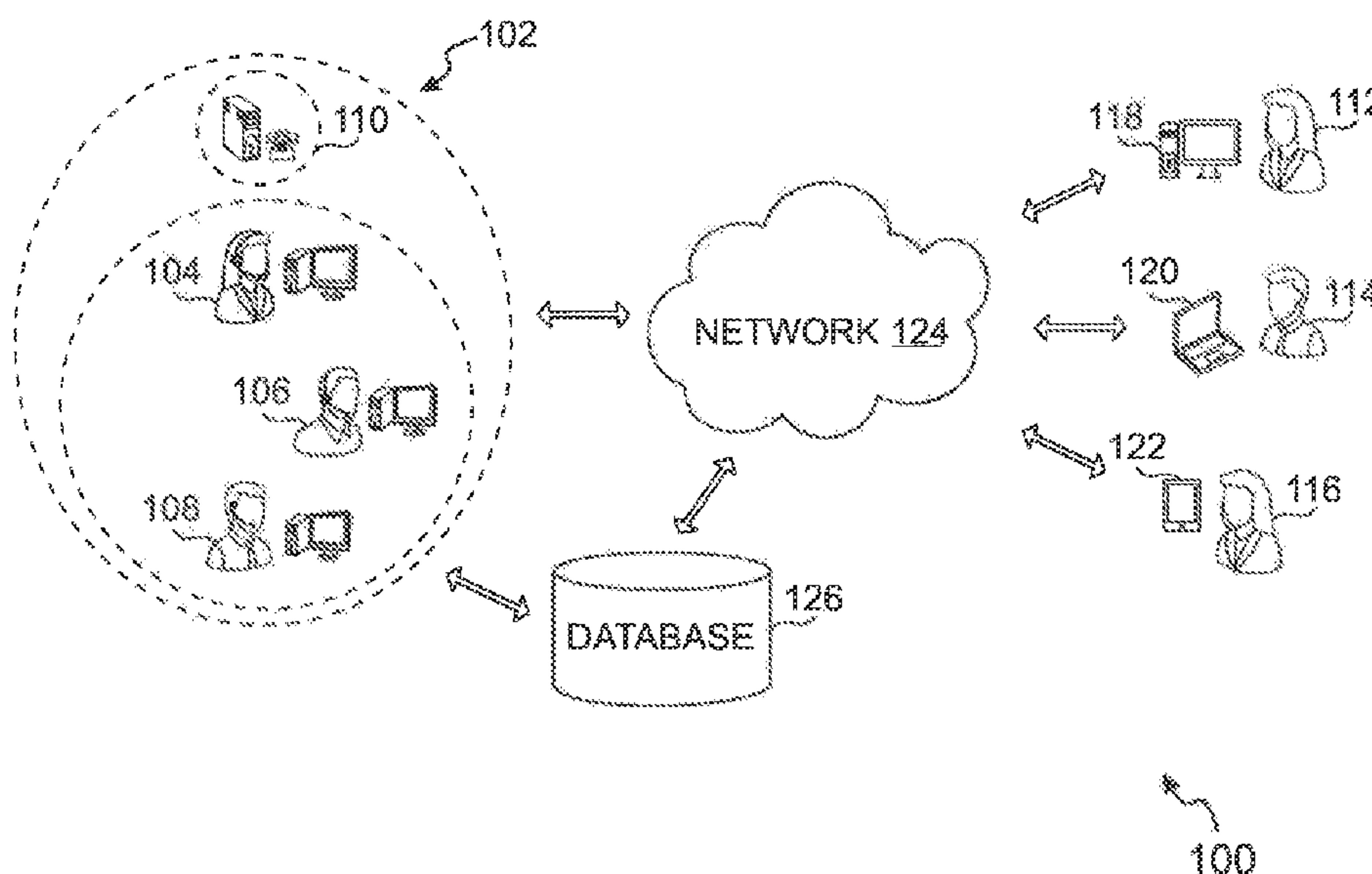


FIG. 1

(57) **Abrégé/Abstract:**

A computer-implemented method and an apparatus for modeling customer interaction experiences receives interaction data corresponding to one or more interactions between a customer and a customer support representative. At least one language associated with the interaction data is detected. Textual content in a plurality of languages is generated corresponding to the interaction data based at least in part on translating the interaction data using two or more languages different than the at least one language. At least one emotion score is determined for text corresponding to each language from among the plurality of languages. An aggregate emotion score is determined using the at least one emotion score for the text corresponding to the each language. An interaction experience of the customer is modeled based at least in part on the aggregate emotion score.



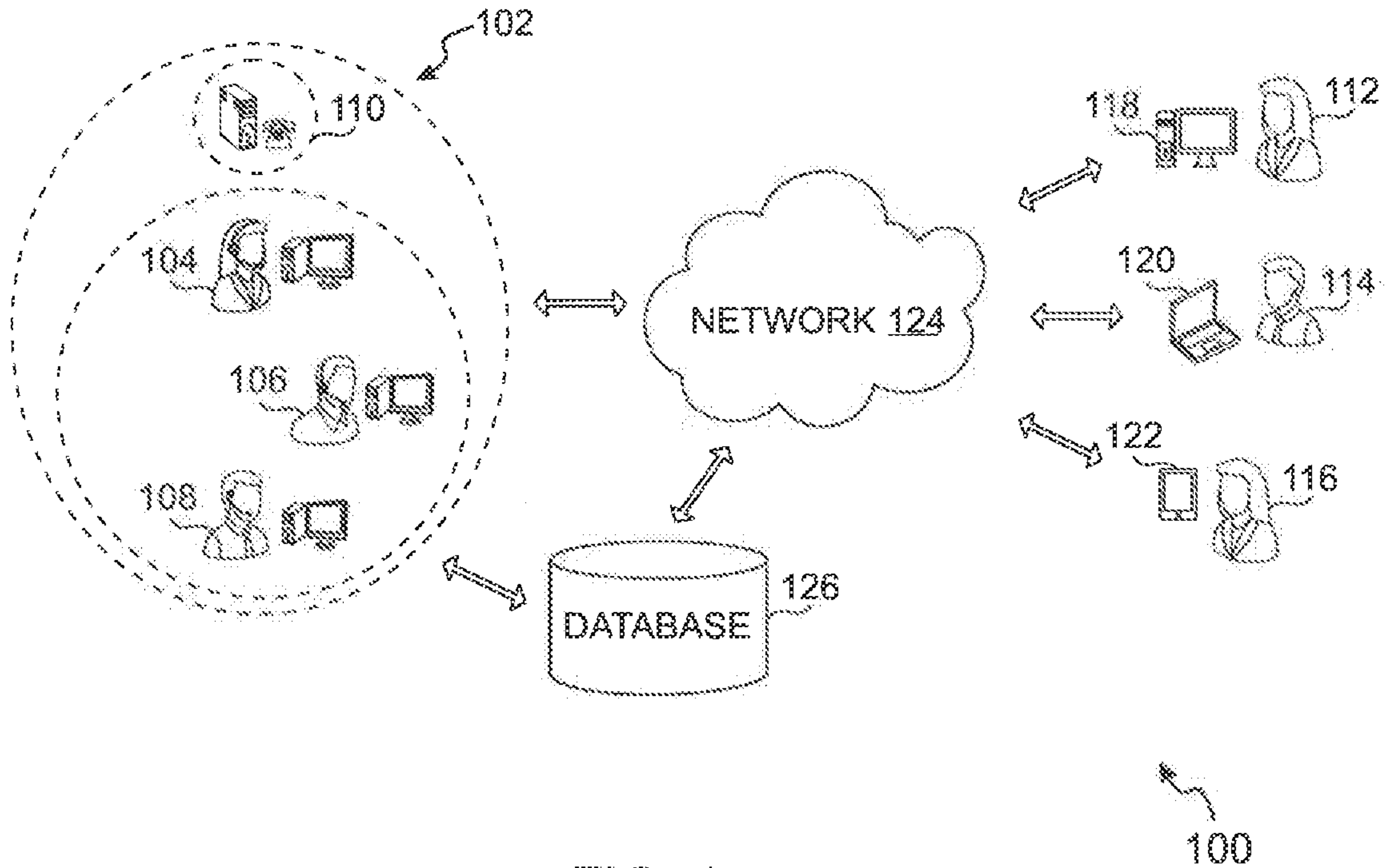


FIG. 1