

AI-Powered Call Quality Scoring App for Telemarketing Teams

Solo Full-Stack Developer — designed, built, and shipped the entire desktop application end-to-end

Built a desktop app that automates call quality auditing for telemarketing teams, replacing slow manual review. ClearCall transcribes calls via AssemblyAI, then scores them with a two-stage pipeline (rule-based checks plus Claude AI) covering tone, objection handling, script compliance, and booking quality, with bilingual English/Spanish support. It flags calls for coaching, tracks per-agent trends, surfaces recurring patterns, and generates AI coaching prompts from real call data. Built as a cross-platform Electron app (React + FastAPI/Python) that runs locally.

- Electron
- React
- Python / FastAPI
- SQLAlchemy
- Claude API
- AssemblyAI

ClearCall Analytics

Dashboard Calls Call History Agents Script Editor Objection Library Pattern Discovery Settings Help

Search calls by filename, agent, or outcome...

Unreviewed red flags16

Export CSV

Pattern Discovery

Review and discover patterns.

Pending items2

Review Now

Dashboard

Monitor call outcomes, review red flags, and compare agent performance across the program.

Overview Analytics Recent Activity Red Flags

Total calls analyzed42

Average score68.0%

Total appointments booked13

Booking rate31.0%

Active red flags16

QA reviewed calls0

Pattern discovery update

2 new patterns detected across this batch — Review in Pattern Discovery

Click to review patterns.

Dashboard — live rollups of call volume, average score, booking rate, and active coaching red flags.

ClearCall Analytics

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Search calls by filename, agent, or outcome...

Back to Calls

Call Detail

Call Info

Filename: martinez_20260611_0040.wav

0:00 / 0:00

Agent: J. Martinez

Type: outbound

Duration: 5:28 sec

Processed: 6/11/2026, 12:40:35 AM

Status: scored

Summary

Words per minute26

Filter words1

Transcript lines16

Transcript

Audio Analysis

Report Card

Review

Pattern Only

Report Card

97 / 100

Appointment Booked

outbound

English

J. Martinez opened warmly and moved through the qualifying questions at a good pace. The homeowner was receptive and the appointment was booked cleanly with a full recap at the end.

Category Scores

AI Report Card — per-category scoring, script-step compliance, booking checklist, and coaching notes for every call.

ClearCall Analytics

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Search calls by filename, agent, or outcome...

Back to Agents

J. Martinez

Calls analyzed8

Last call: Jul 3, 2026

Score Trend

100

75

50

25

0

Jun 7, 2026

Jun 11, 2026

Jun 26, 2026

Jul 3, 2026

Category Average Scores

Script Compliance

Objection Handling

Booking Quality

Brand Pronunciation

Agent Highlights

Top Strengths

• Warm, confident opening that built rapport quickly (2)

• Asked great qualifying questions about the roof before pitching (2)

• Handled the price objection by reframing around long-term savings (2)

Most Common Improvements

• Skipped the closing recap of the appointment (2)

• Talked over the homeowner during the objection (2)

Outcome Breakdown

Booked

Declined

Other

Agent Dashboard — score trend over time, category radar, outcome breakdown, and flagged calls per agent.

ClearCall Analytics

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Pattern Discovery Queue

Manage discovered patterns from analyzed calls.

Pending (2) Approved (1) Dismissed (0)

Select All (0 selected) Dismiss All Approve All

objection

Save to 7 calls

Homeowners frequently ask whether solar will still save money if they plan to move within 5 years

"We might be selling the house in a few years, does that still make sense?"

View All 7 Calls

Dismissed Calls (0/6), 7:10:20 PM

Add to Script

Add to Objections

Dismiss

Approve

missing pattern

Save to 5 calls

Agents often skip confirming a second contact number before ending booked calls

"Hi — pattern detected across multiple booked calls"

View All 5 Calls

Pattern Discovery — automatically surfaces recurring objections and coaching gaps across call batches.

All data shown is synthetic demo data generated for portfolio purposes.