

Emotional API

by Sentient Machines · emotional-api.com

The emotional AI layer for every application.

One API to understand how people feel in calls, chats, emails and AI conversations — analyse emotion, build long-term emotional profiles and catch cloned voices, then plug the results into the systems you already run.

THREE CAPABILITIES, ONE API

Emotion analysis

Detects emotions, behaviours and events in calls, chats, emails and voice notes, analysing tone of voice and language together.

Longitudinal emotional profiling

A personal emotional benchmark for every customer — spot the people who have moved away from their own normal, not a population average.

Voice authenticity

Identifies synthetic and cloned voices by checking whether emotional reactions are consistent with genuine human behaviour.

HOW IT WORKS

- 1 **Send** — `POST /api/investigate` with a call recording; a job id comes back straight away.
- 2 **Track** — `GET /api/investigate/:jobId` until the job is complete.
- 3 **Read** — transcript, tags, risk flags, emotion and voice-authenticity metrics in one response.
- 4 **Profile** — `POST /api/customer-profile` for a caller's emotional history and trend before the next call.

BUILT FOR

- **Contact centres & BPOs** — pre-call context, quality at 100% coverage, targeted coaching
- **Financial services** — complaints, customer support and fraud signals
- **Customer experience teams** — emotion by journey, product and team
- **Voice AI & software platforms** — embed emotional intelligence, white-label or wholesale

RESPONSIBLE BY DESIGN

- Never for pressure selling, lie detection or diagnosis
- Not for credit, insurance, pricing or employment decisions
- Voice-authenticity results are risk indicators that trigger further verification, not proof of identity
- Jurisdiction-aware processing, reflecting the EU AI Act
- Personal data in transcripts redacted by default

See the Emotional API Acceptable Use Policy at emotional-api.com/api-acceptable-use-policy

GETTING STARTED

- **Free test token** — request access at emotional-api.com/get-api-key
- **Pay-as-you-go** for developers and smaller organisations
- **Volume agreements** for enterprises
- **Wholesale and white-label** terms for platforms, AI companies and resellers
- **API reference** — emotional-api.com/developers

Media & partnerships

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