

asya.ai case studies of using AI technologies within bounds of GDPR

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Pitch Patterns



Communication tracking



Tracking soft-skills



Performance

Check the performance of the whole sales team at one glance.



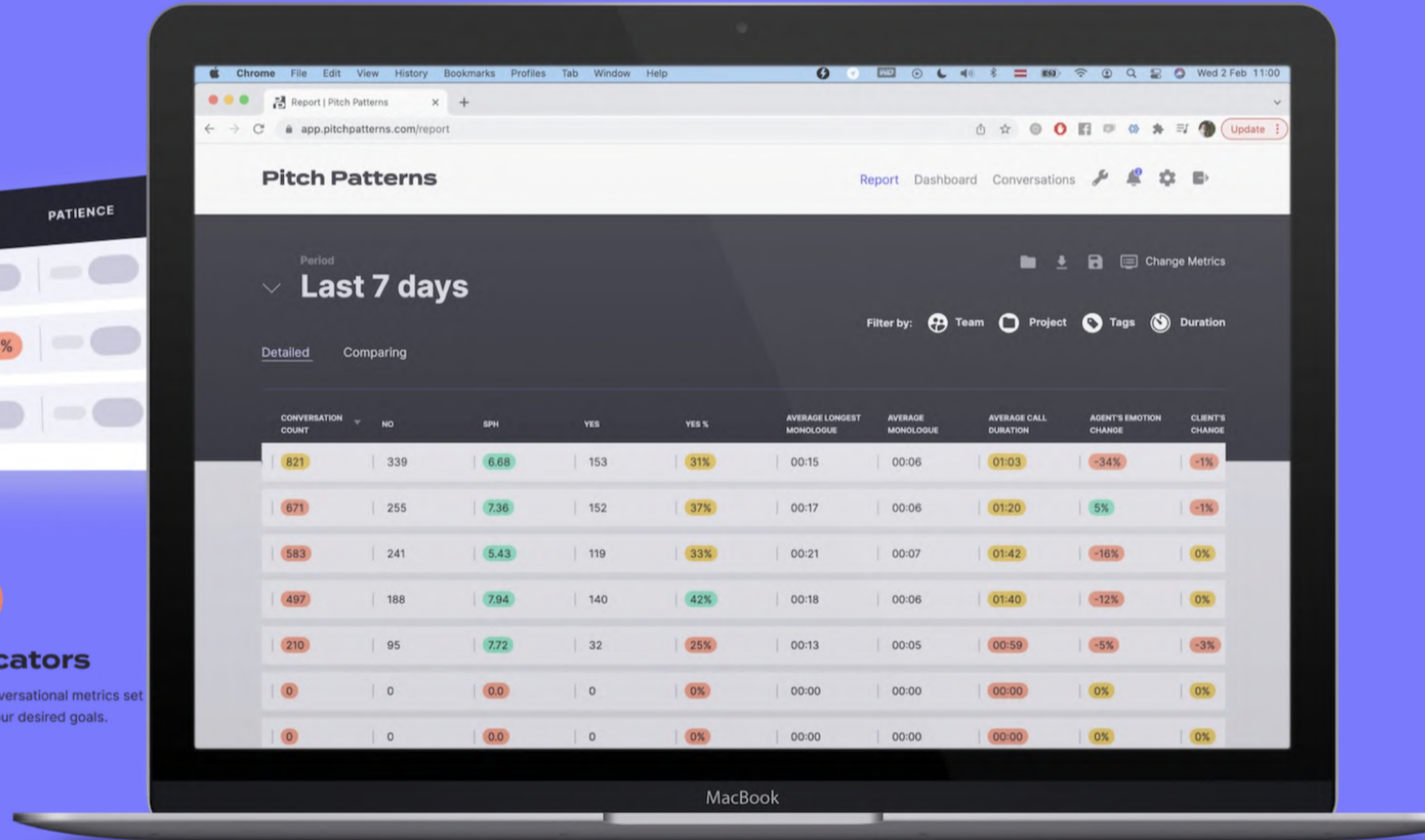
Metrics

Check different type of key conversational metrics to find out what drives sales.

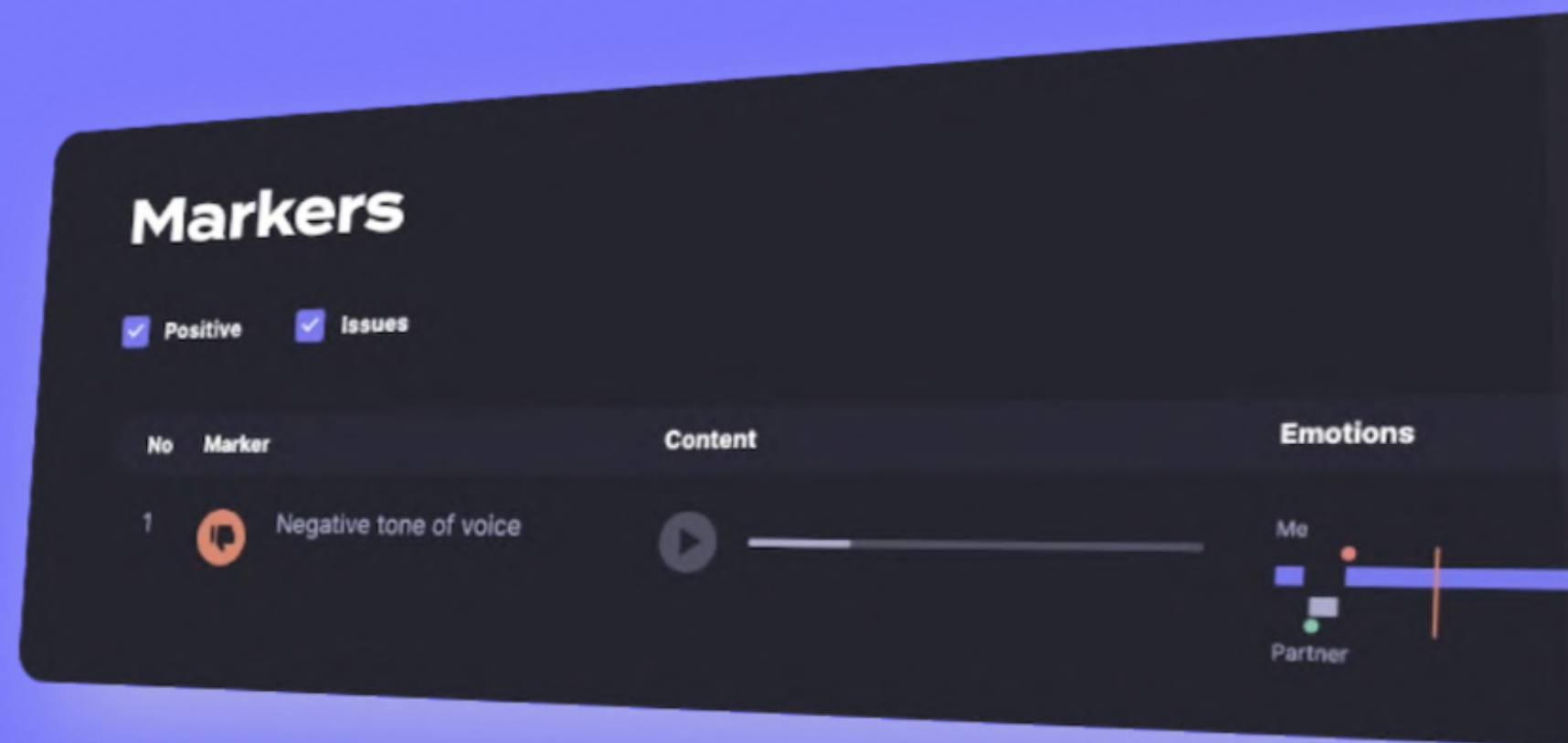


Indicators

Track conversational metrics set against your desired goals.



Tracking hard-skills



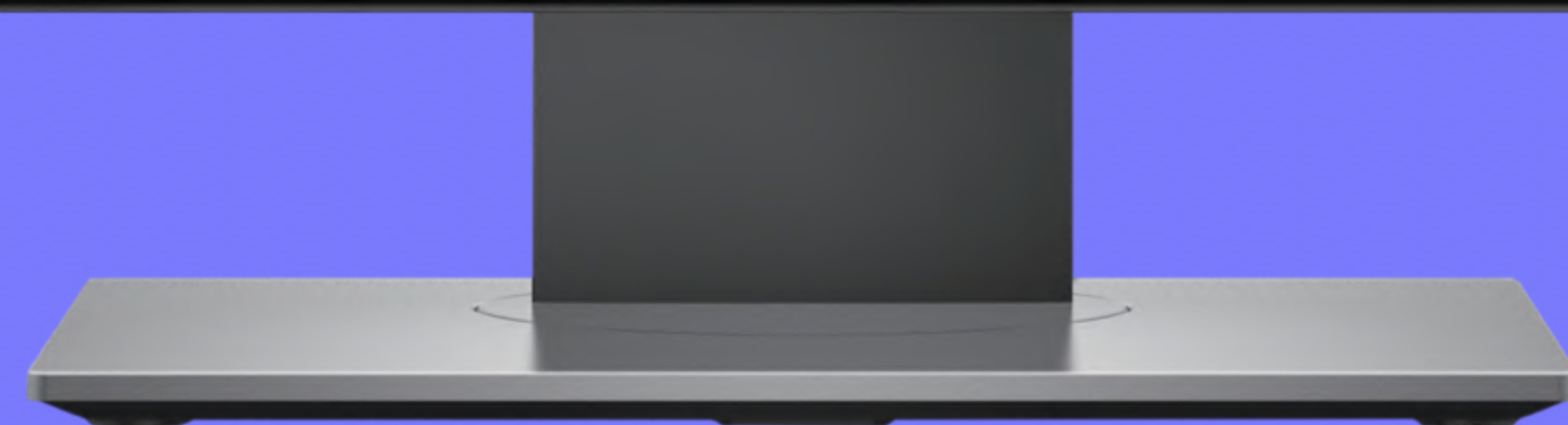
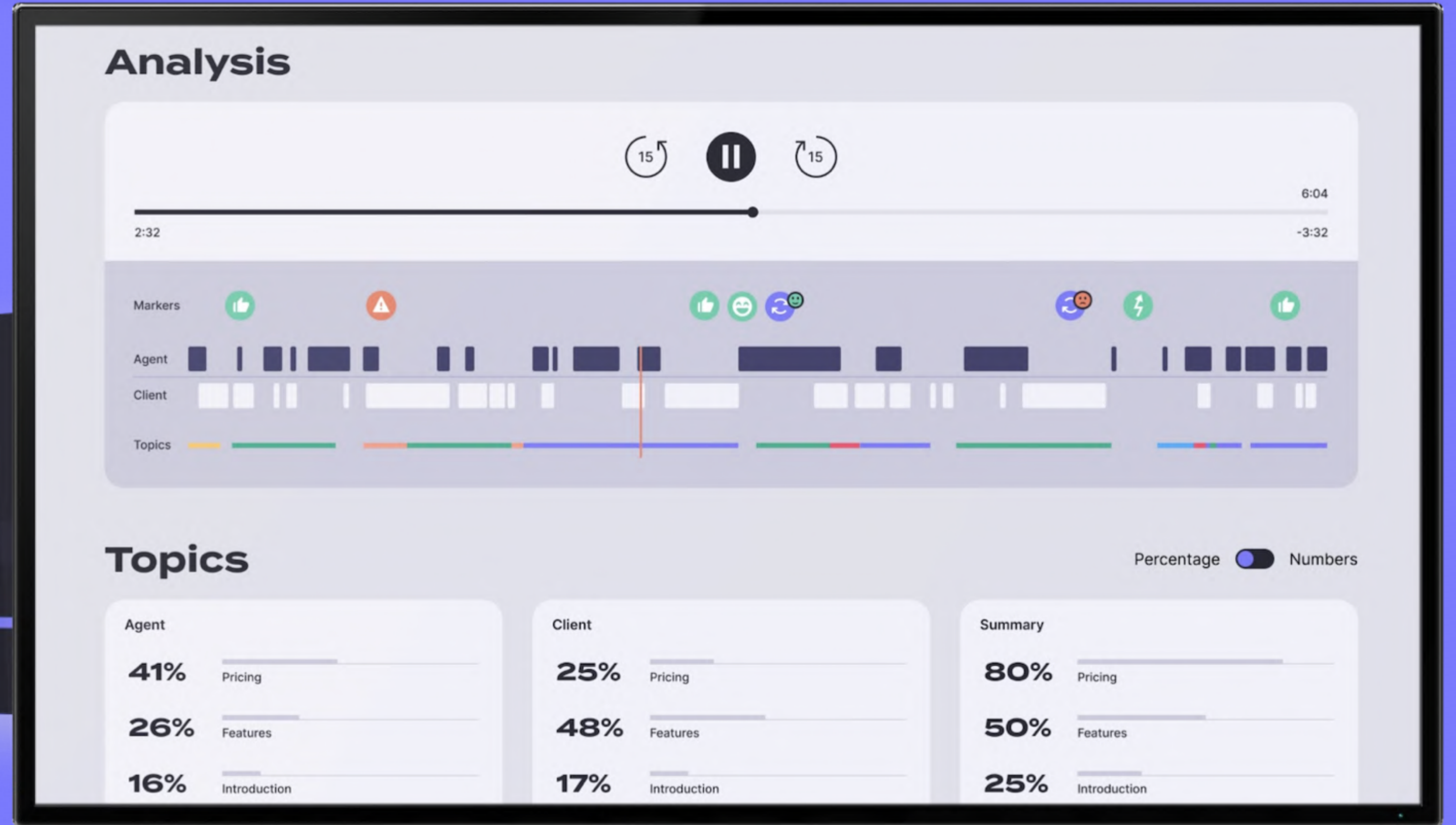
Markers

See issues automatically marked.
Save time by knowing where to focus attention first.

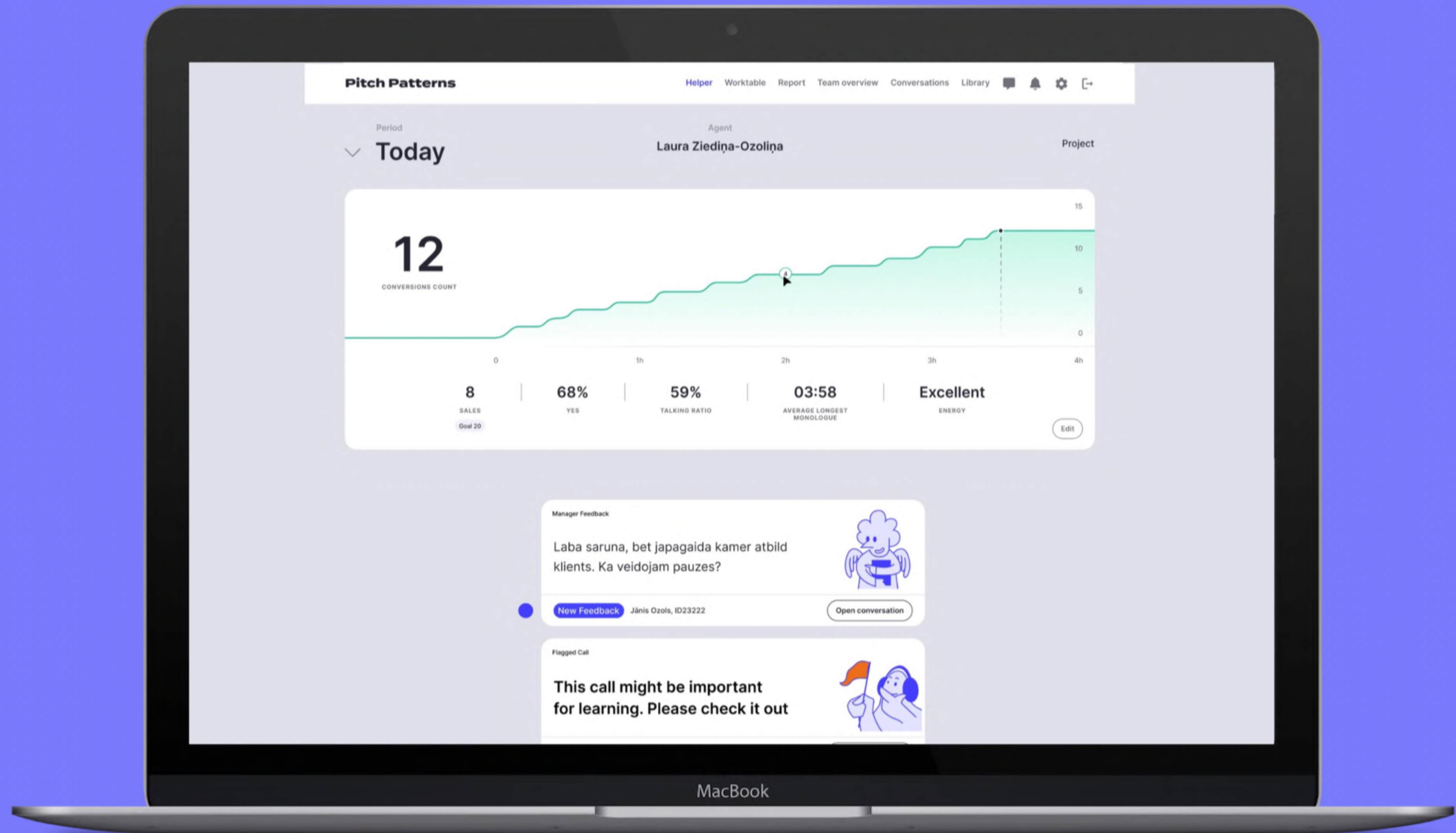


Meta analysis

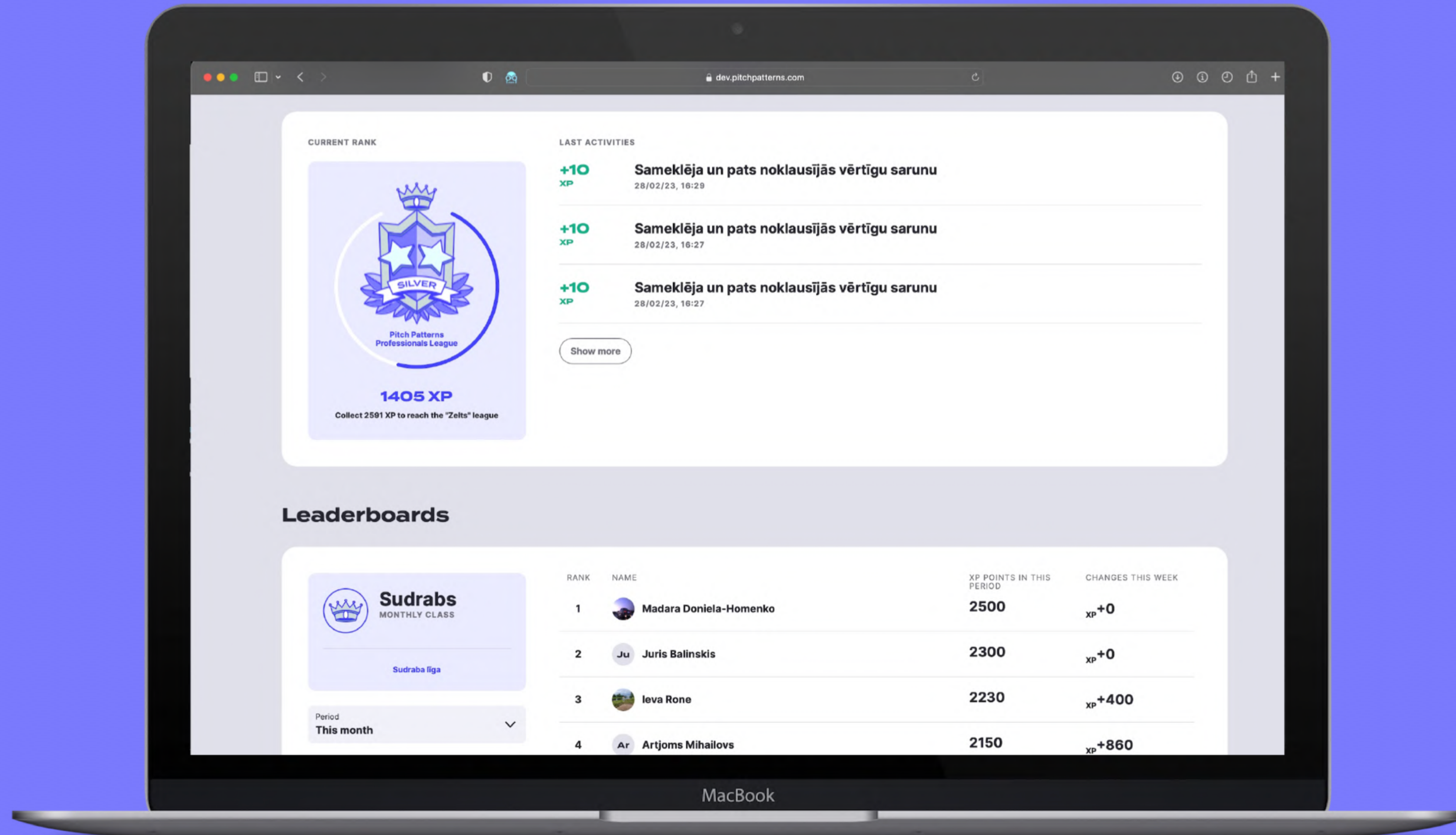
See which emotional moments happened at what exact time moments.



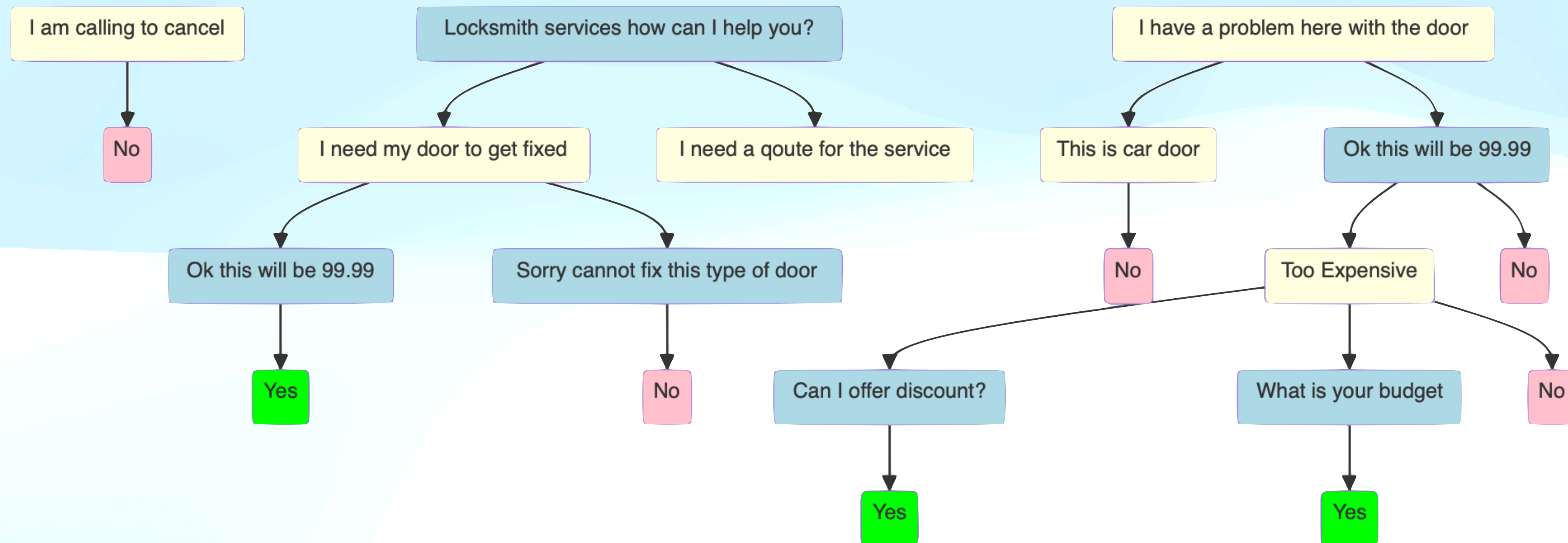
Flag problematic calls



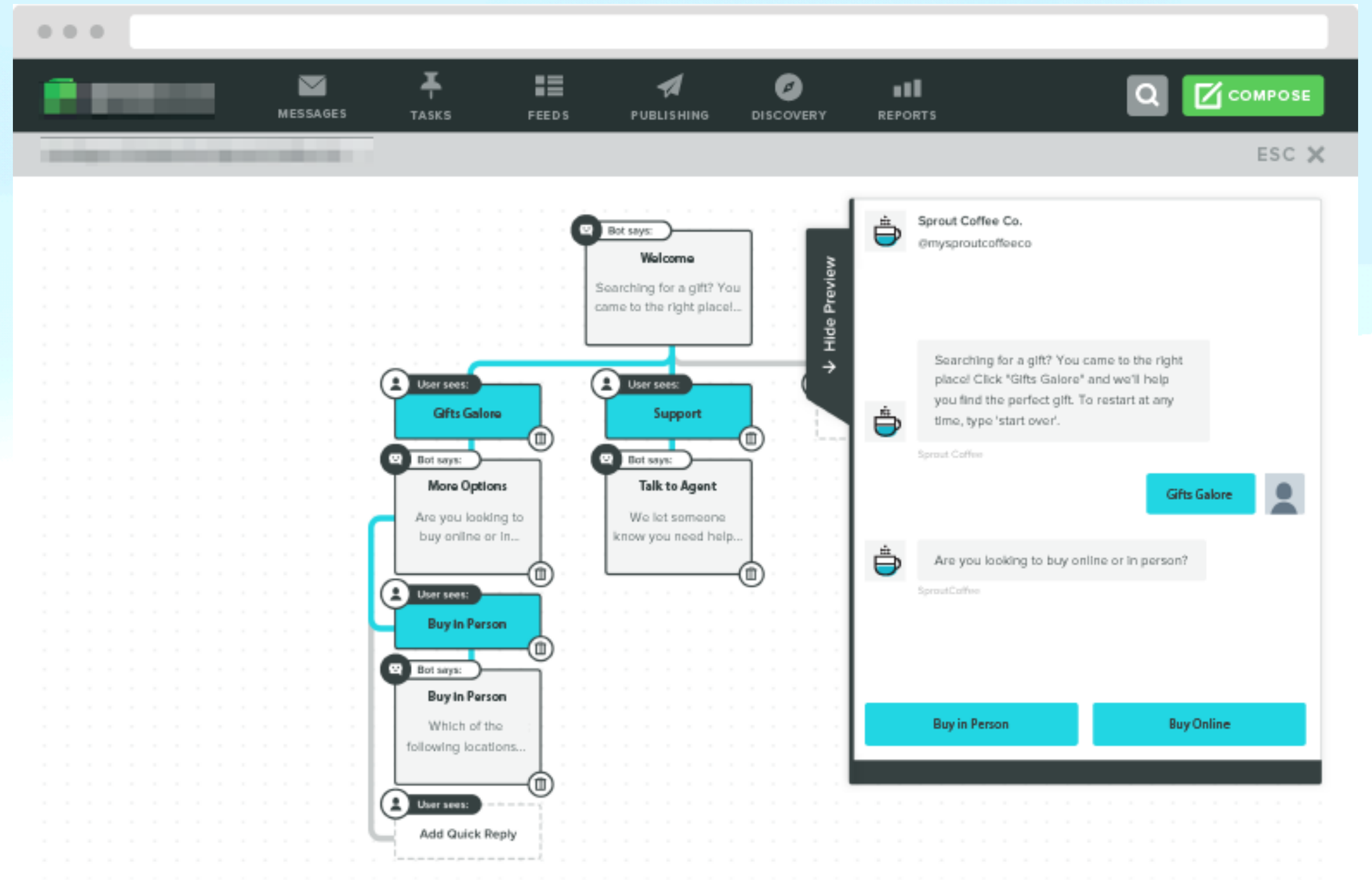
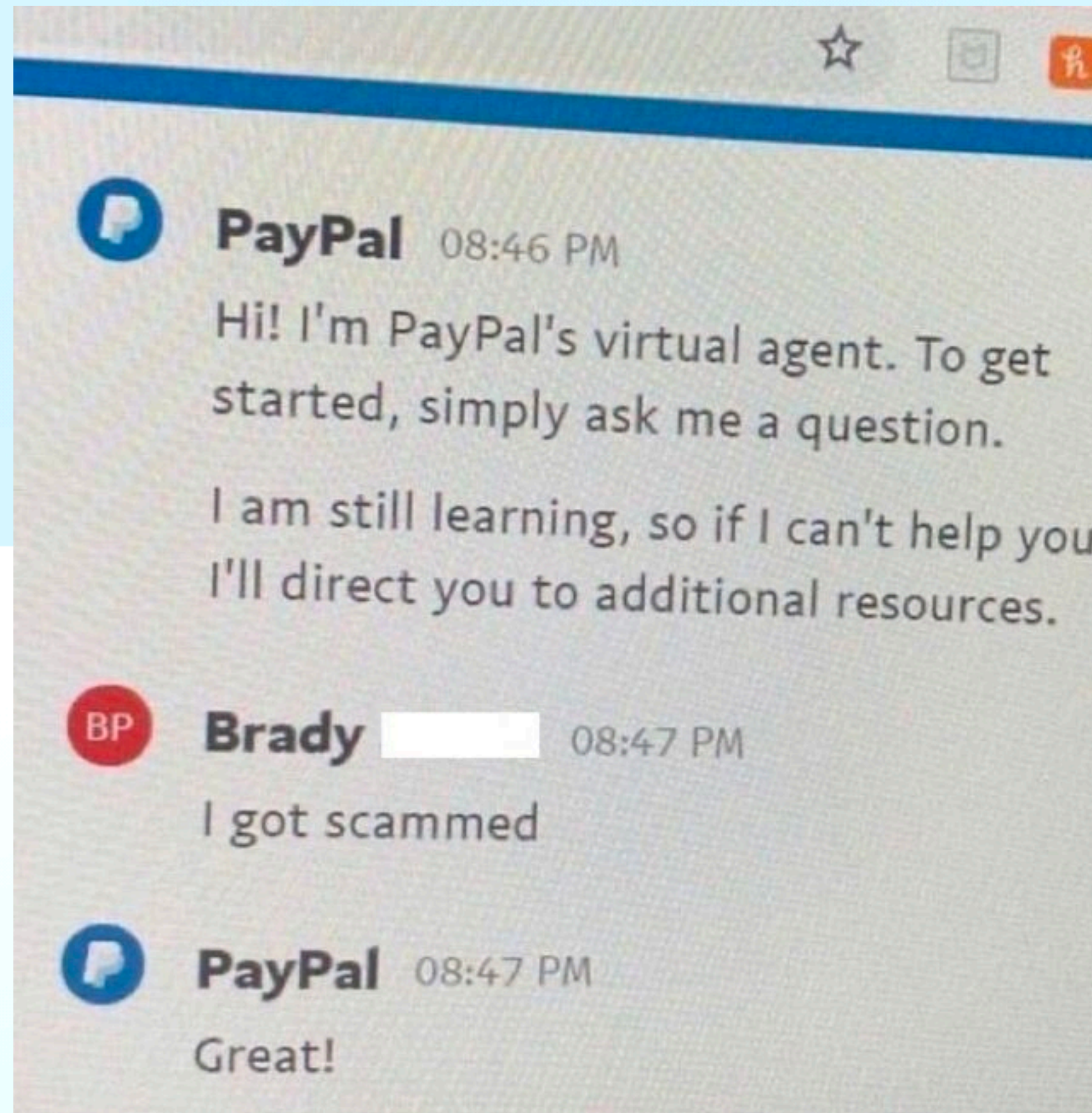
Leaderboards system for agents



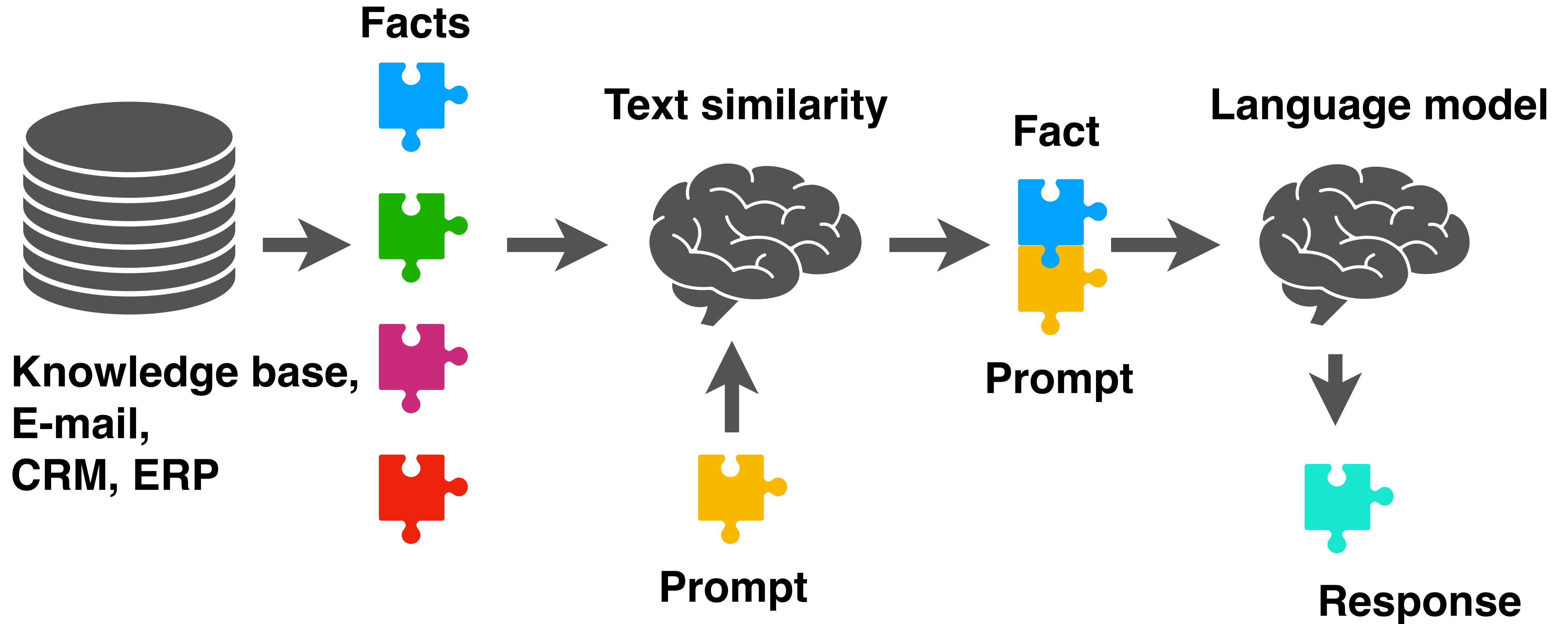
Communication analysis



Old chatbots



asya.ai chatbots



asya.ai chatbots

tet asistents Lielajos dabīgās valodas modeļos balstīts klientu atbalsts

Sveiki! Kā varu palīdzēt?

Kā es varu atteikties no interneta?

Ja vēlies atteikties no Tet pakalpojuma, kuru lieto, tad izmanto saziņas formu. Ātrākais veids, kā piekļūt saziņas formai, ir [splest šeit](#). 1 Saziņas formā izvēlies tēmu Atteikums no pakalpojumiem. Pēc tam uzraksti vēstuli un spied pogu Nosūtīt.

1. Saziņas forma

TELE2 čatbots Lielajos dabīgās valodas modeļos balstīts klientu atbalsts

Sveicināti! Ko vēlaties uzzināt šodien?

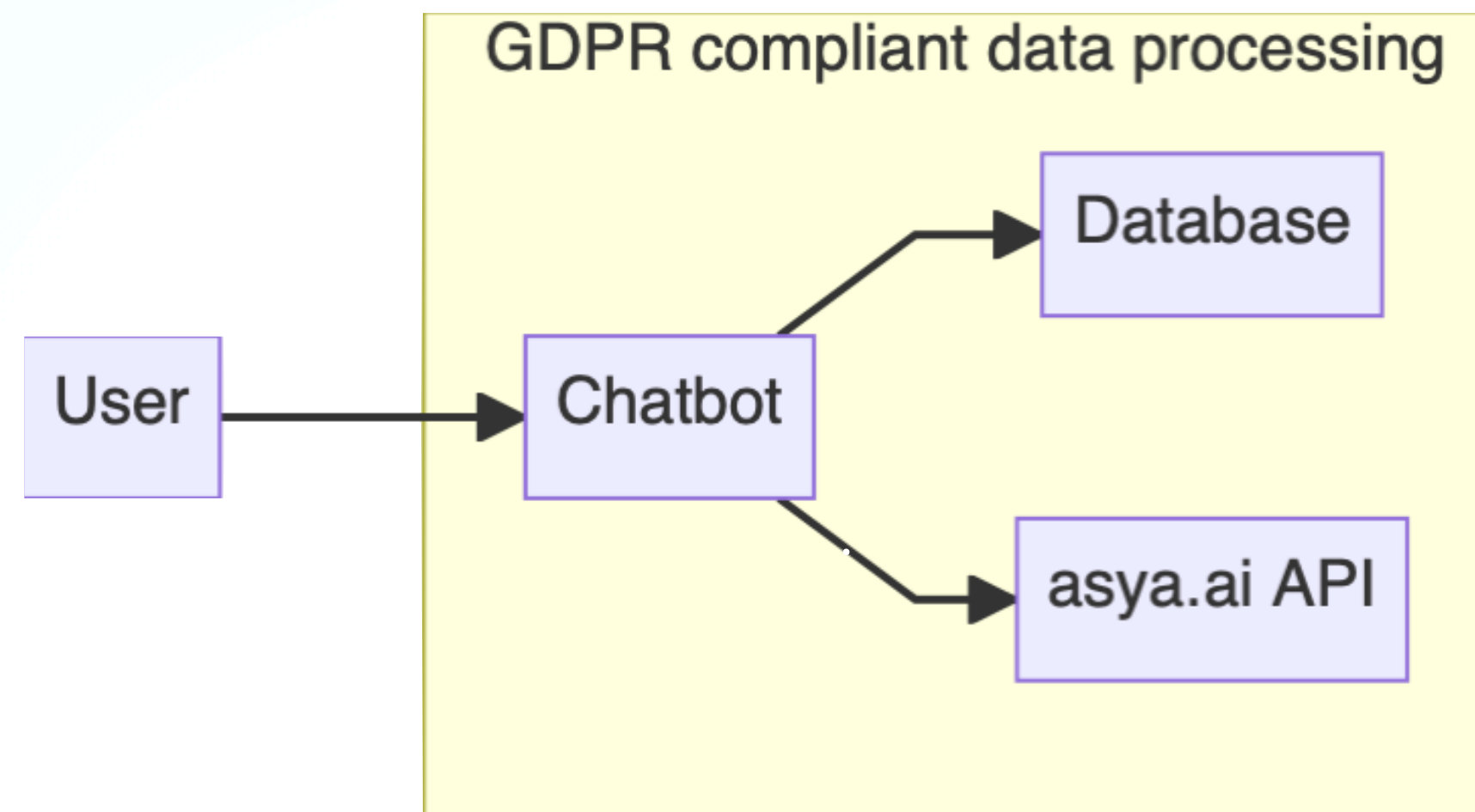
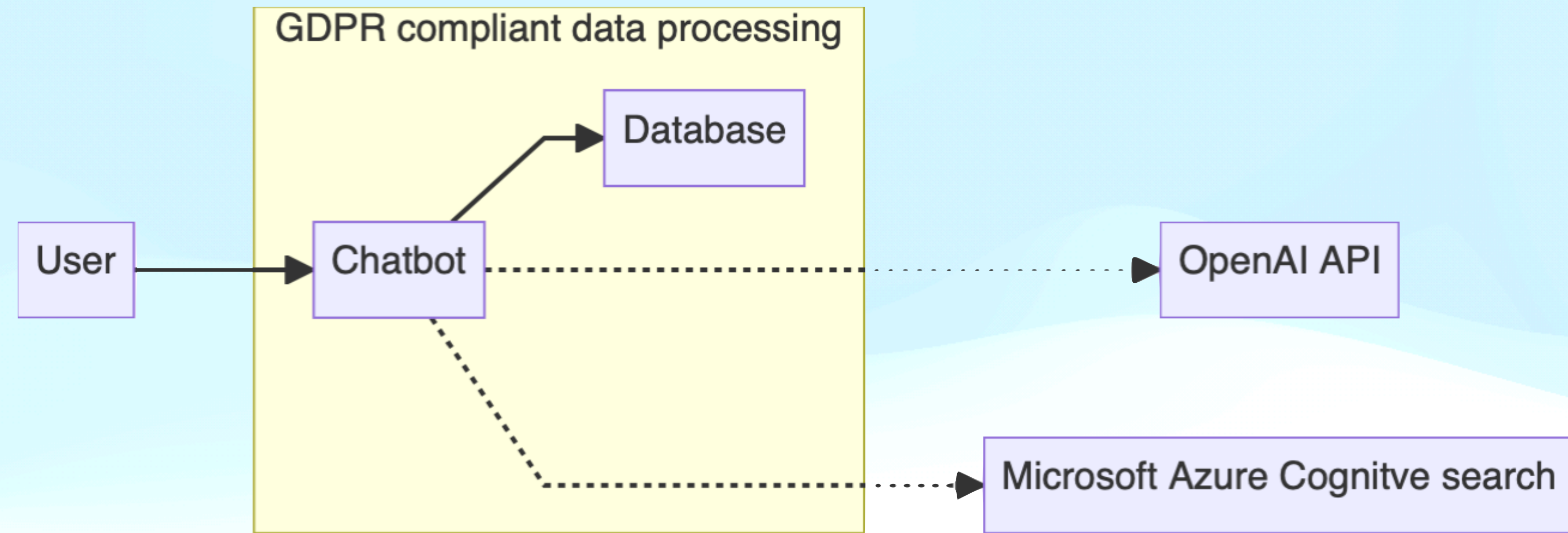
Kādu telefonu es varu paņemt nomaksā?

Tu vari paņemt jebkuru telefonu, kas ir pieejams Tele2 interneta veikalā. Izvēlies telefonu, kas visvairāk iet pie sirds un atbilst tavām vajadzībām un vēlmēm.

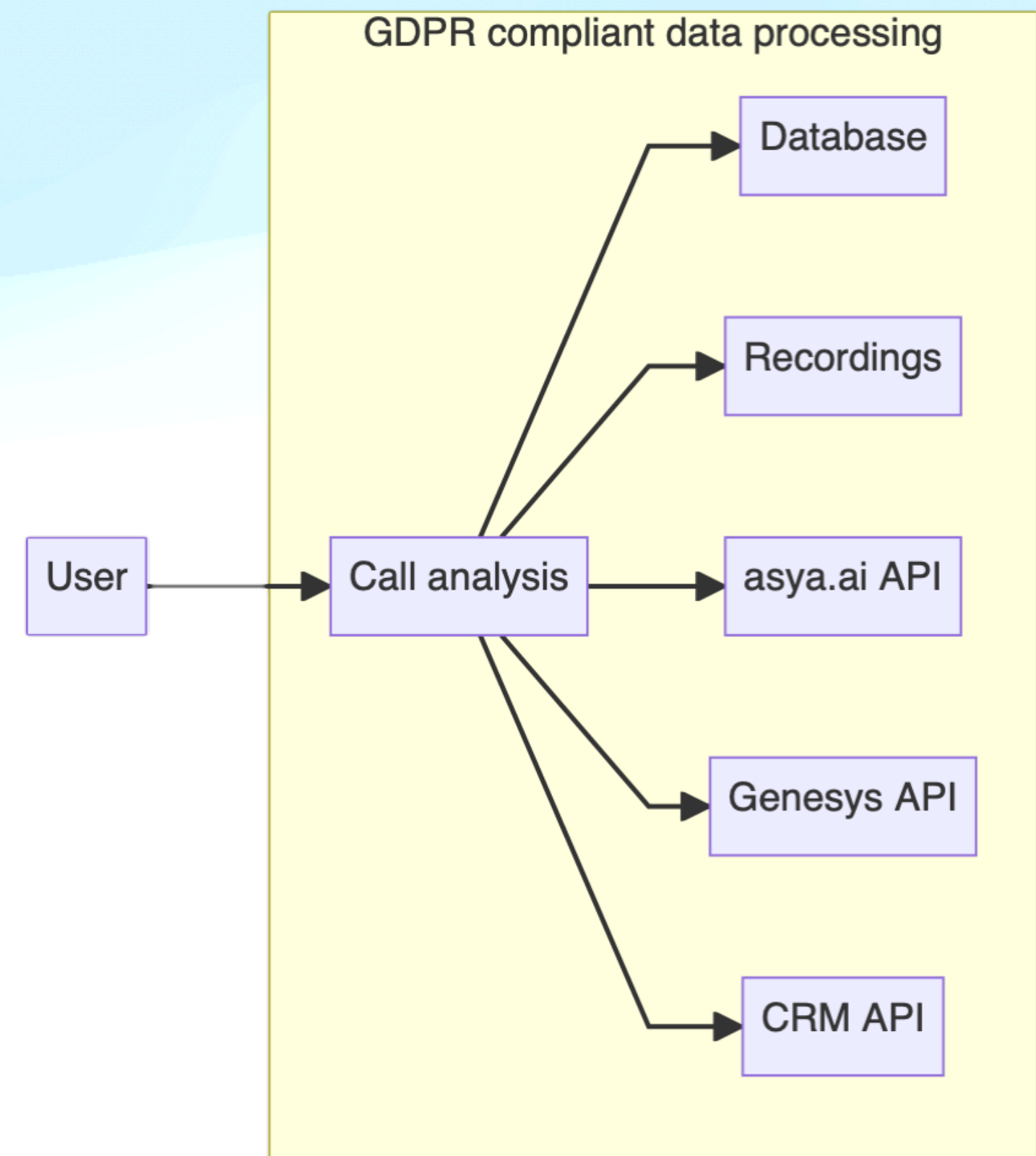
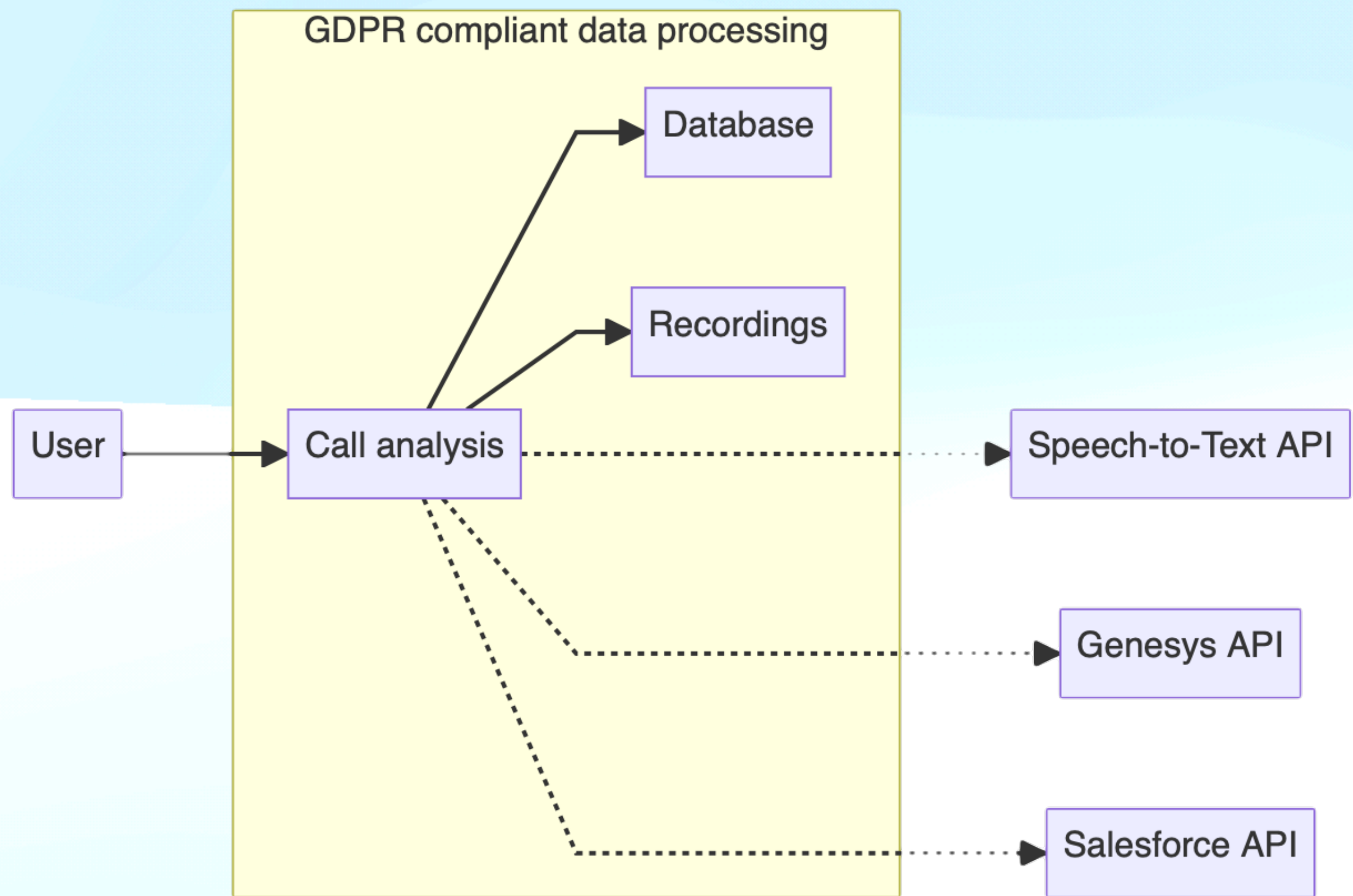
1. Man jau ir viens telefons uz nomaksu, vai varu paņemt vēl... | Tele2

+ Jauns temats

Location of data (chatbot)



Location of data (pitchpatters.com)



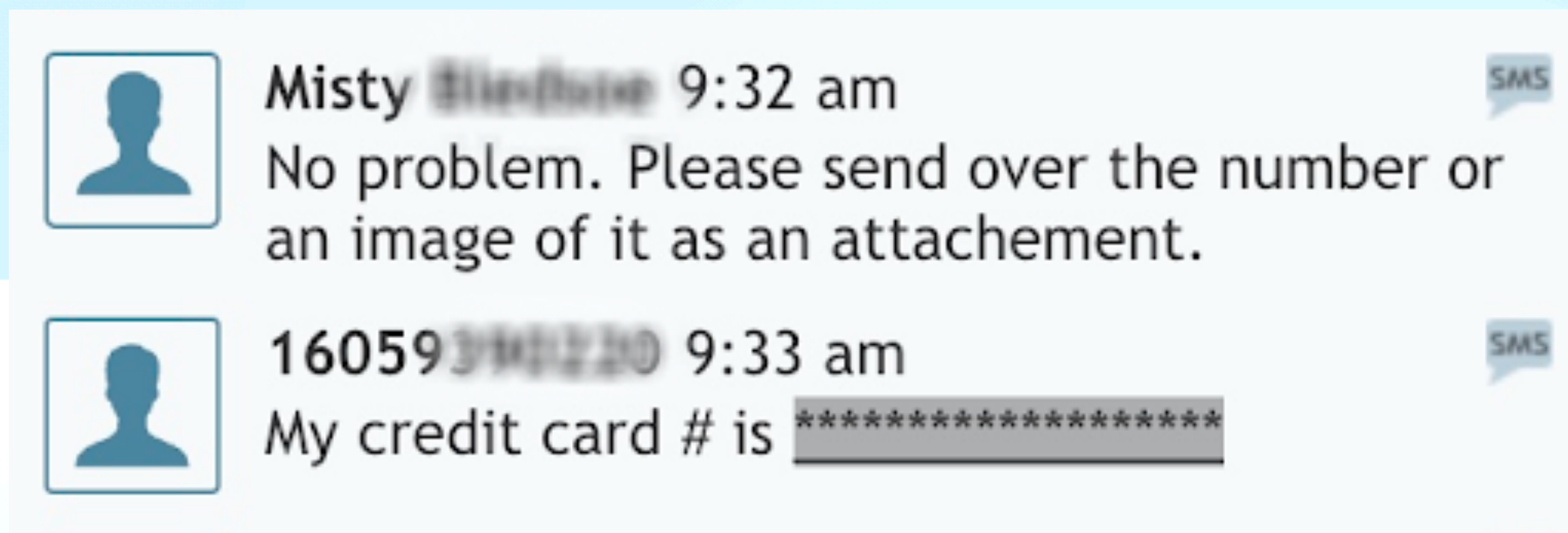
User's consent

- Before call automatically
- Beginning of the call manually
- Later in the call manually
- In agreement beforehand

The screenshot displays a call analysis interface with the following components:

- Header:** "Analysis" on the left and "Add learning note" on the right.
- Timeline:** A horizontal progress bar with a play button, a 15-second skip forward button, and a 1x speed indicator. The current time is 02:07, and the total duration is 07:09. A red vertical line marks the current position at approximately 02:07.
- Markers:** Two orange hourglass icons are placed above the timeline.
- Agent/Client:** A track showing alternating dark and light bars representing speaking turns.
- Topics:** A track with colored bars (yellow, cyan, blue, purple, orange) representing different topics.
- Intent:** A track with a multi-colored bar representing the detected intent.
- Transcript:** A text area at the bottom showing the transcript: "By the way do you consent us recording this call to improve quality of our service?". The phrase "recording this call" is highlighted in green.
- Buttons:** A "Report issue" button is located on the right side of the interface.

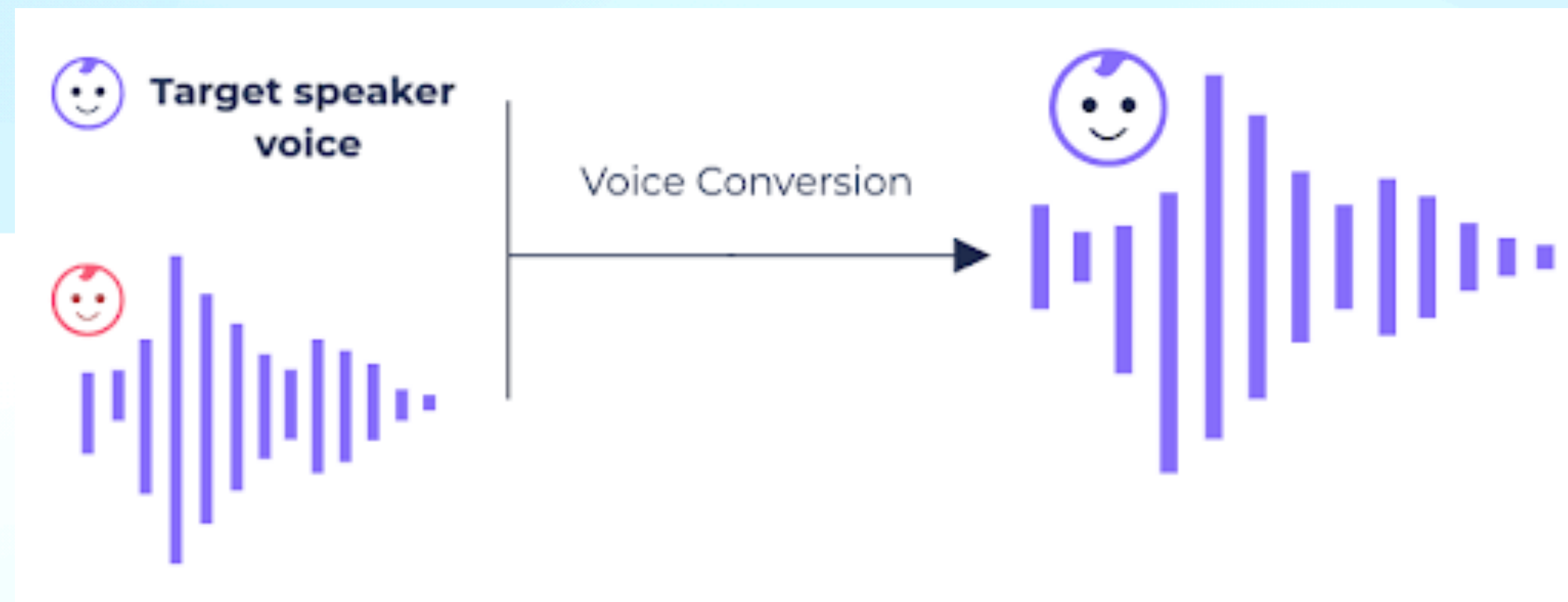
Personal data



- Phone numbers
- Bank account details
- Personal identification codes
- Physical addresses
- Virtual addresses
- Medical history
- Usernames, passwords
- Criminal records
- Names, Age, Gender, Race

Biometric data

- Transcript & metrics only
- Voice conversion
- Face detection
- Face replacement



Podcast: AI Ranch





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