

dsyd

**Integrating AI, software and
design of the future.**

Look into the future



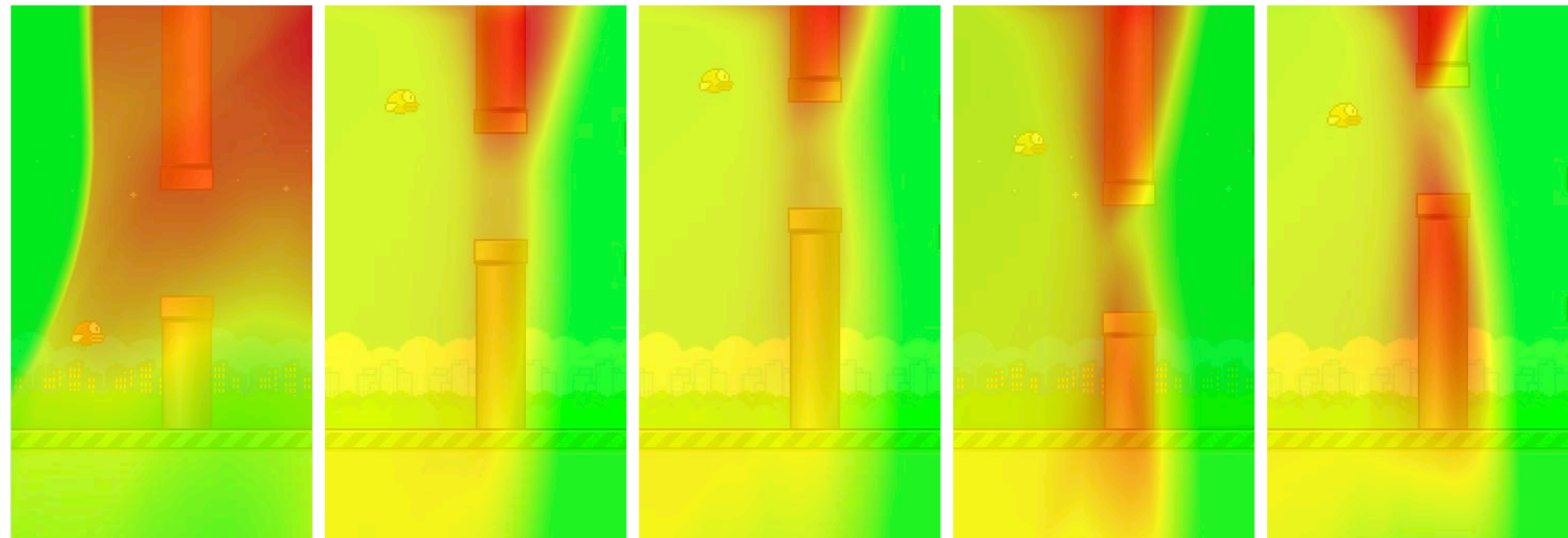
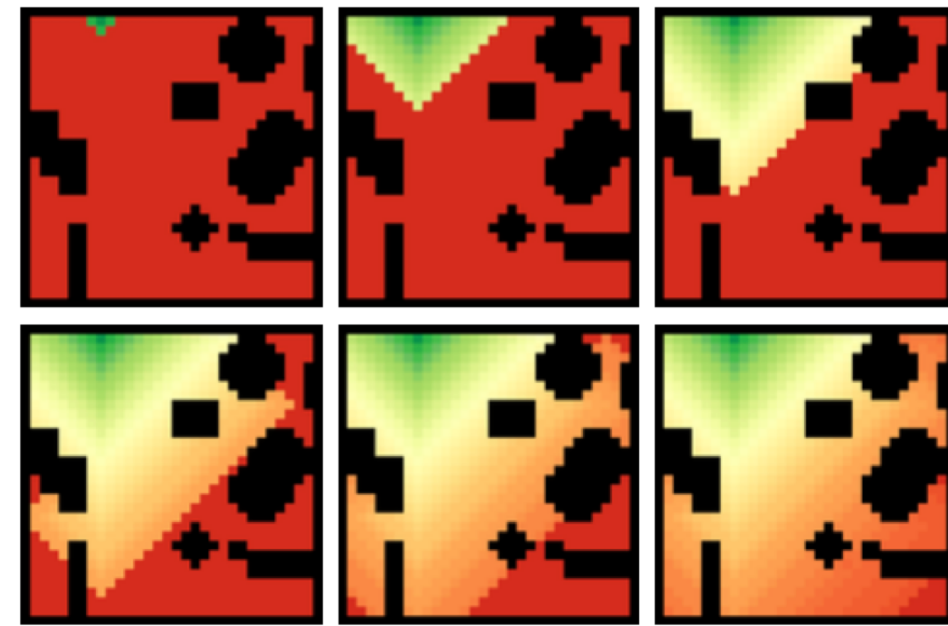
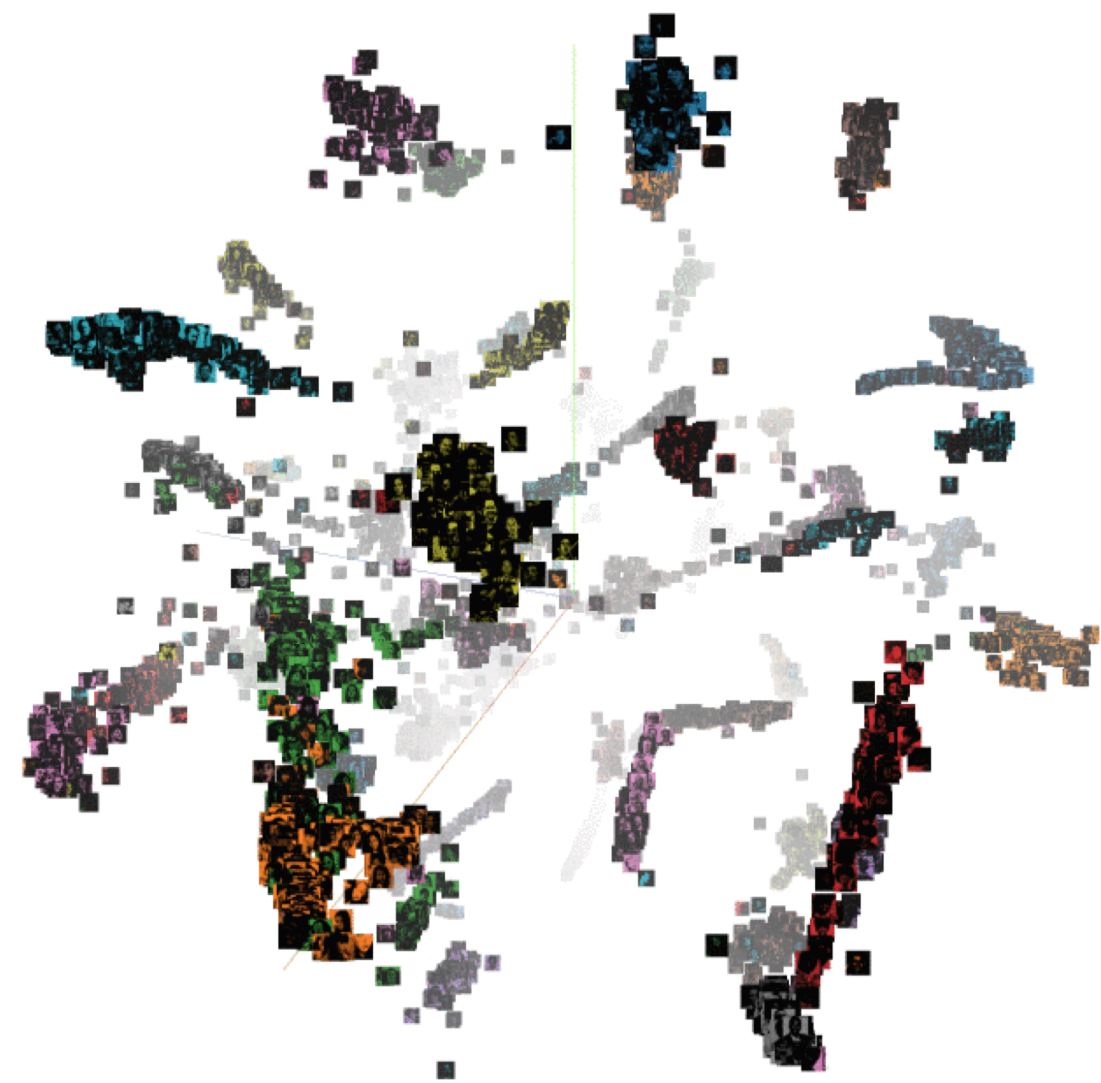
Team

30+ employees

Award-winning scientists and UX designers

20+ scientific publications

<https://www.asya.ai/publications/>



Over 20+ academic research project

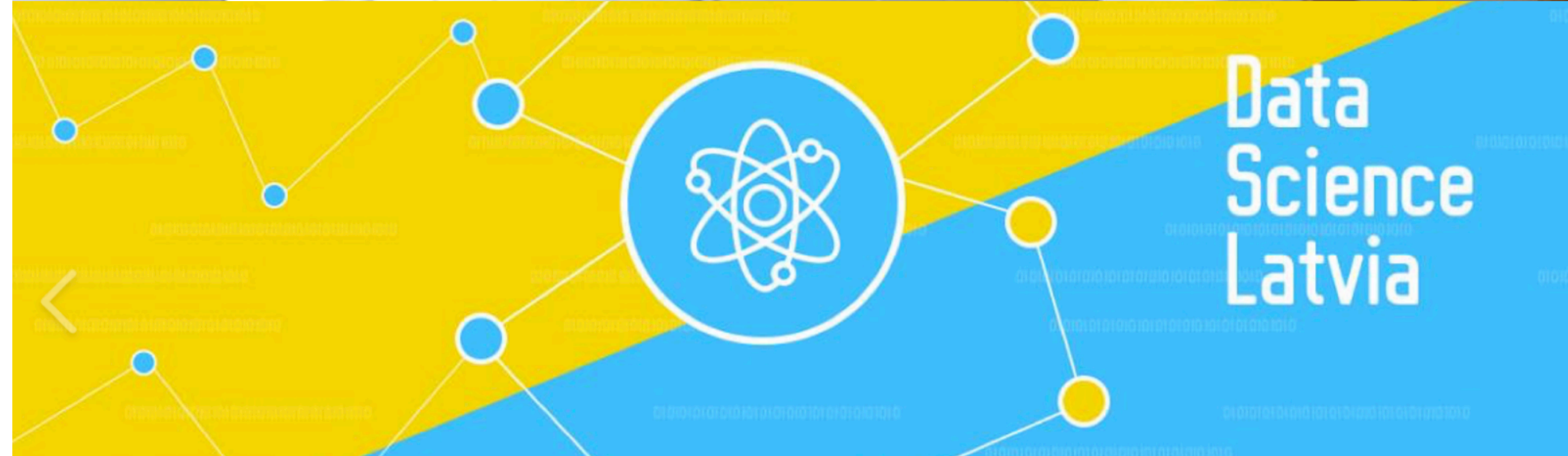
Dr. Evalds Urtans has been leading BSc., MSc. and PhD. Students research projects for over 8 years in the domain of deep learning. Especially in Deep Metric Learning and zero-shot learning.



Community

Data Science Latvia

Monthly AI paper reading meetups, gatherings for students from all research organizations in Latvia: RTU, LU, EDI, VeA, and more.



RiGAN ML MEETUP #3

Feb 28 | 19:00

Place: Zunda towers, Rīga



Roberts Kadiķis

Data Augmentation for Industrial and Medical Applications



Kaspars Grosu

AI in Latvian Healthcare

SPEAKERS

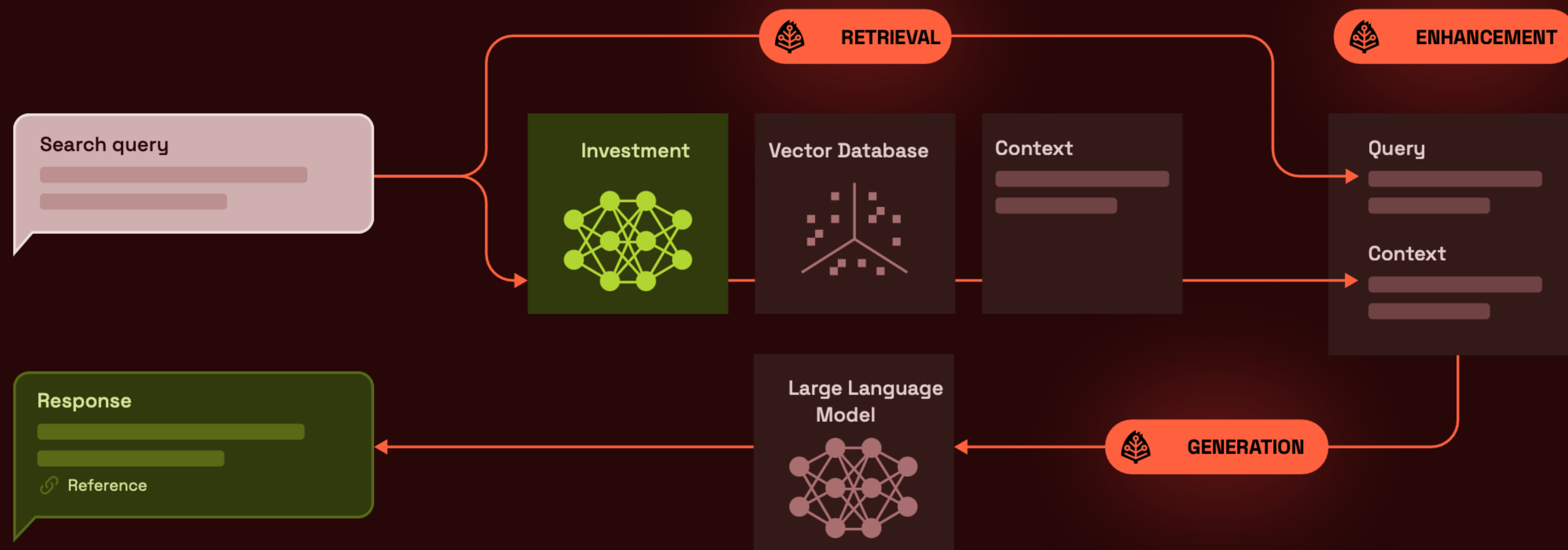
Use Eldigen to build generative AI solutions, that responds.

Get ahead of the market by using Large Language Models (LLMs) for language recognition. Join the companies that use the Eldigen platform to generate, categorize, and organize textual information.



How does it technically work?

Upon receiving a question, Eldigen processes it using a special AI network that helps to categorize and understand its context. Then, using a special method, we improve the accuracy of the generated responses and respond in natural language using an LLM model.



Eldigen Assistant



Sveiki! Kā es varu padarīt jūsu dienu vieglāku?

Kas ir BTA?



BTA ir apdrošināšanas uzņēmums Latvijā, kas piedāvā plašu risku segumu, medicīnisko palīdzību, atbalstu 24/7 visā pasaulē, attālinātas mediķa konsultācijas un papildu aktivitātes ceļotājiem. Uzņēmums apstrādā personas datus, ievērojot Eiropas Parlamenta un Padomes regulu par personas datu aizsardzību.

[1. privatipasuma-palīdzības-komplekts-noteikumi-nr-0802-pal1-lv.pdf 3. lapa](#)



[2. Celojumu-adrpsoinasana.pdf 1. lapa](#)

Nākamie piedāvātie jautājumi:

[Kādas ir BTA ceļojumu apdrošināšanas priekšrocības?](#)

[Kādi pasākumi tiek veikti, lai nodrošinātu personas konfidencialitāti apdrošināšanas līguma informācija?](#)

[Kāda ir kontaktinformācija BTA Baltic Insurance Company Rīgā Latvijā?](#)

|






















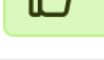


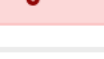











+ Jauns temats



Eldigen Dashboard

Sarunas

Nepatīk × Negatīvs sentiments × Faktu trūkums ×  Filtrs 

ID	Tēmas	Atbildes laiks 	Datums	Posmi	Fakti	Faktu trūkums	Sentiments	Nepatīk	Patīk	Darbības
210	Iesaki viedierīci skolēnam	3 sec	13.02.2024 / 16:15	8	4			 6		
211	Darba laiks	3 sec	13.02.2024 / 16:15	12	6			 5		
212	iPhone 15	3 sec	13.02.2024 / 16:15	11	4			 5		
213	Produktu pieejamība	3 sec	13.02.2024 / 16:15	5	3			 4		
214	Slikti sakari	3 sec	13.02.2024 / 16:15	3	5			 2		
215	Saplīsis mobilā tālruņa ekrāns	3 sec	13.02.2024 / 16:15	3	6			 1	 1	
216	Mobilā tālruņa ekrāna apdrošināšana	4 sec	13.02.2024 / 16:15	2	3			 1		
217	Ierīču apdrošināšana	7 sec	13.02.2024 / 16:15	7	3			 1	 1	
218	Nomaksa	7 sec	13.02.2024 / 16:15	17	1			 1		
219	Darba laiks brīvdienās	8 sec	13.02.2024 / 16:15	9	2				 2	

10  Ieraksti lapā 1  no 183 lapām

Eldigen Dashboard

BTA ▼ 🗨️ Aģents 📊 Statistika 📄 Zināšanu avoti ⚡ Likumi 🔗 Integrācijas 📧 Sarakstes

Zināšanu avoti

Dublikāti × Pretrunīgs × Negatīva informācija × 🔍 Filtrs

< Zināšanu avota labošana

Nosaukums
IM_saturs.pdf

Valoda
Latviešu ▼

Datu tips
PDF ▼

Dokuments
/Users/evalds/Documents/elektrum electrum chatbot data documentation 2023 Q ...

🗑️ Dzēst avotu 🔄 Ģenerēt faktus no jauna

Fakti +

Meklēt faktos 🔍

283 Pretrunīgs 🔍 🗑️ Prioritizēt atbildi

! Šis fakts ir pretrunā ar šiem faktiem: [82](#)

Tēma
Pakalpojuma līguma pagarināšana

Fakts
Šeit teksta, fakta daļa no zemāk norādītā ārējā avota. Lorem ipsum dolor amet hipsun amet.

Atsauce
https://uznemums.lv/lietosanas_noteikumi/, 2.paragrāfs, 3.punkts

WEB adrese
https://uznemums.lv/lietosanas_noteikumi/

Pēdējais mēnesis 🗓️ none 👍 none 👎 none

74 Dublikāts 🔍 🗑️ Prioritizēt atbildi

! Šis fakts dublējas ar šiem faktiem: [163](#)

Tēma
Pakalpojuma līguma pagarināšana

Fakts
CC&B Financial Balances zona Current/ Payoff Difference Graph zona Katram pakalpojumam joslu diagrammas veidā tiek vizuāli attēlota faktiskās Actual un IM iekļauto summu Budget Amount starpība konkrētajā periodā. Pie datuma perioda

Microsoft Copilot vs Eldigen

- 1.No detailed analytics
- 2.Cannot on-premises
- 3.Limited integrations
- 4.Weak Latvian, Lithuanian, Estonian languages, BLEU 30

1. Detailed analytics (experience from pitchpatterns.com, 3 million conversations)
2. Can on-premises
3. Extensive integration possibilities
4. Strong Latvian language, BLEU 40+ (also Lithuanian, Estonian, Polish)

Business case

20,000 EUR/year for system licensing (possible on-premises or cloud)

70EUR/hour for customization, For internal system customization total 5600EUR

Customer relationship agents' gross salary 1500 EUR/month

To process 2500 emails a day, **10 agents** are needed

Eldigen is capable of responding to 40-60% of emails, filtering out warm leads or problem situations

Total monthly savings: $1500 * 10 * 0.6 = \mathbf{+9000 \text{ EUR/mon}}$

The system pays for itself within 3 months and there is also the possibility to use it for employee training, proposal preparation, etc.

Clients

TELE2

tet



DEALITA *ti*

Pitch Patterns



See conversations

Tracking soft-skills

AGENT	CALLS	SPH	CLOSED SALES	TALKING	POSITIVITY	PATIENCE	TALKING PACE	PATIENCE
Robert A.								
James W.	35	3	21%	39%	41%	60%	145wpm	91%
Michael S.								



Performance

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



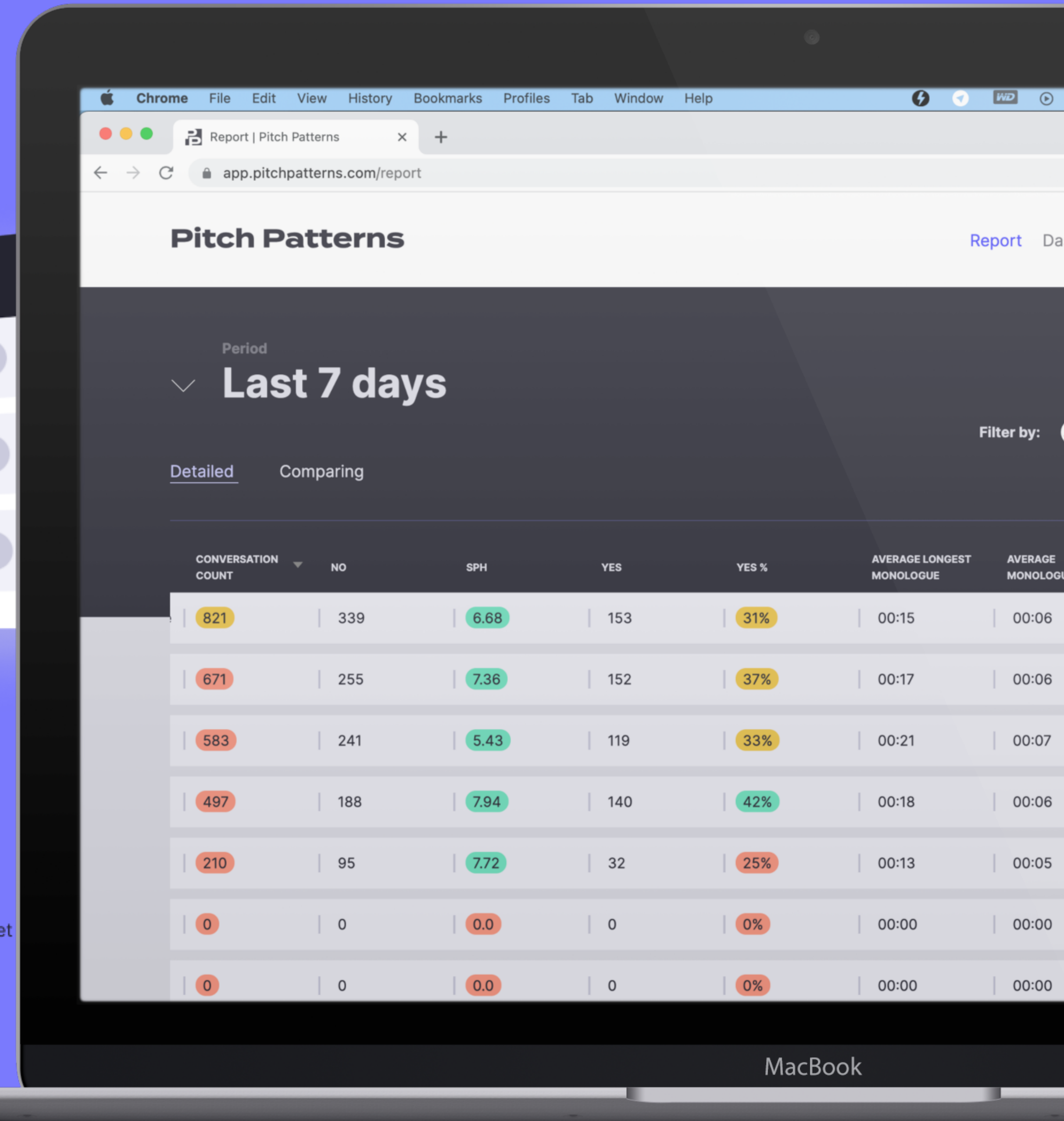
Metrics

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

Positive Issues

No	Marker	Content	Emotions
1	Negative tone of voice		



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.

Analysis

2:32

Markers

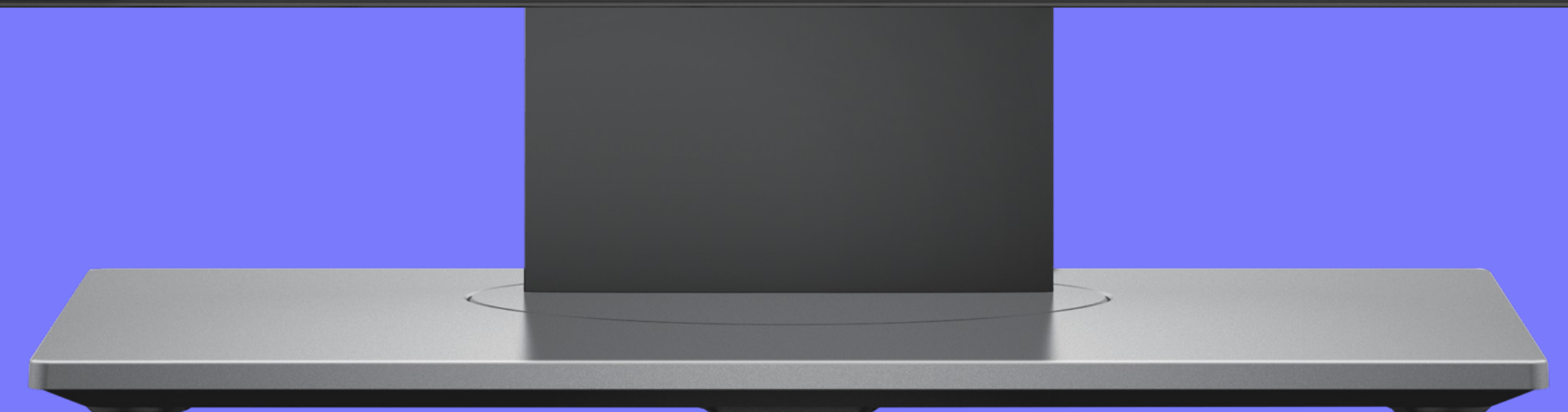
Agent

Client

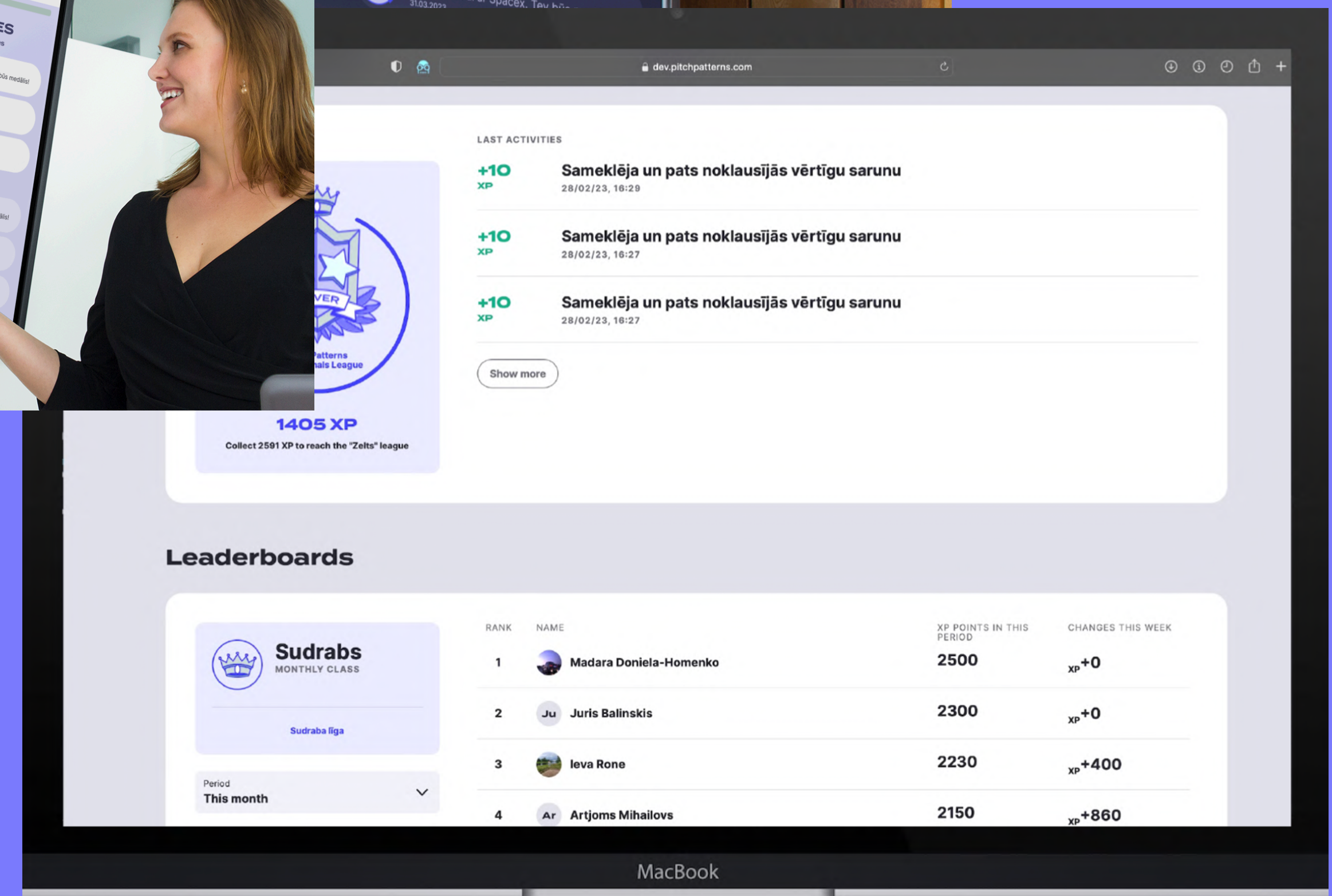
Topics

Topics

Agent	Client	Summary
41% Pricing	25% Pricing	80% Pricing
26% Features	48% Features	50% Features
16% Introduction	17% Introduction	25% Introduction



Leaderboards



Our clients



Benefits for the client, monthly

Before:

Call center: 50 agents

Manual quality control systems like QEval: $30 \text{ EUR} * 50 = 1500 \text{ EUR}$

2 x Full-time quality insurance personnel, bruto: $4000 \text{ EUR} * 2 = 8000 \text{ EUR}$

Conversion rate for B2C upsell calls: 5%

Upsell deal size: $500 \text{ EUR} * 50 * 10 * 0.05 = 12500 \text{ EUR}$

After:

Call center: 50 agents

pitchpatterns.com: $60 \text{ EUR} * 50 = 3000 \text{ EUR}$

server GPU server costs: 1000 EUR

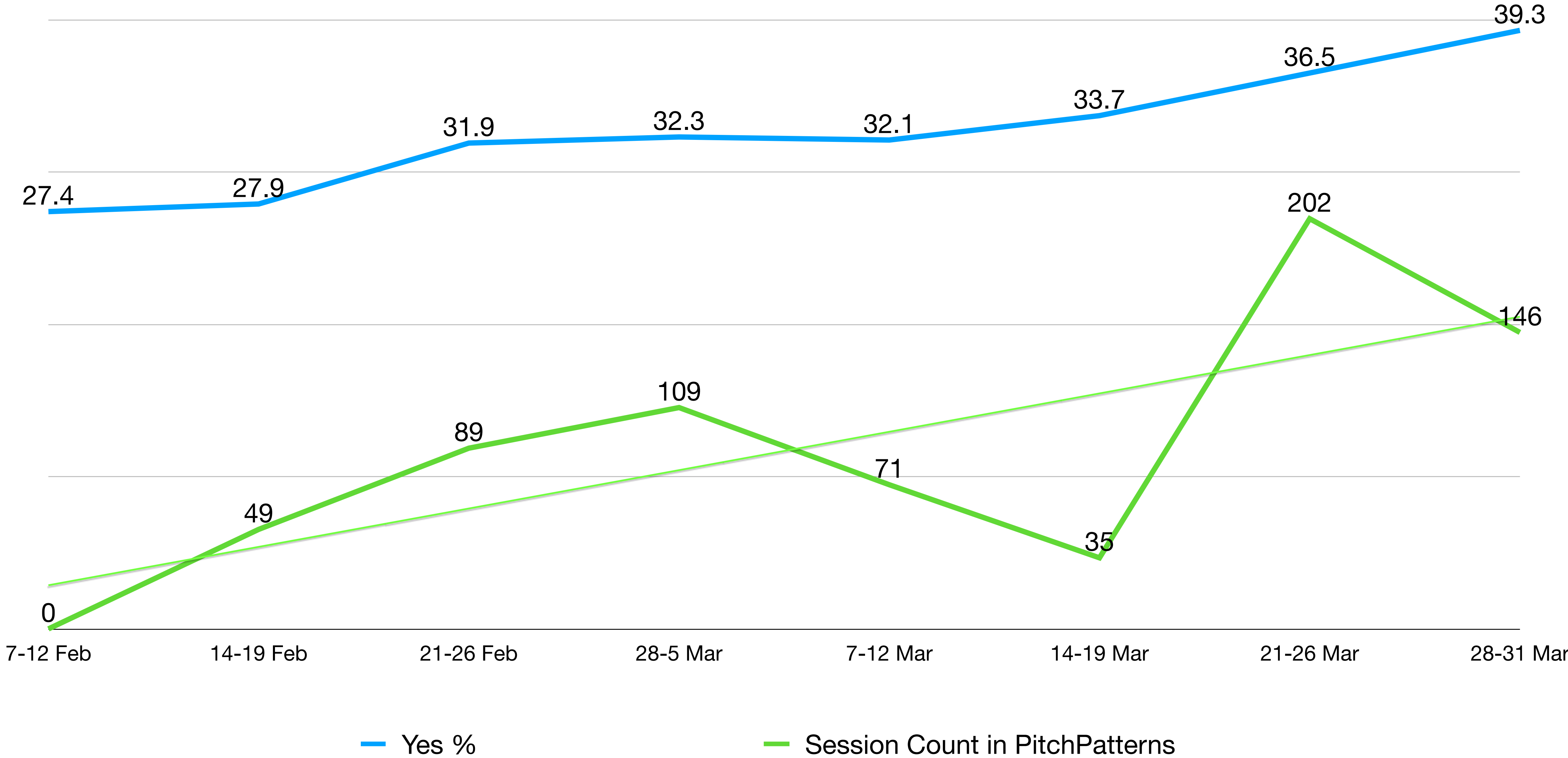
1 x Full-time quality insurance personnel, bruto: $4000 \text{ EUR} * 1 = 4000 \text{ EUR}$

Conversion rate for B2C upsell calls: 15%

Upsell deal size: $500 \text{ EUR} * 50 * 10 * 0.15 = 37500 \text{ EUR}$

Improvement, monthly: $45500 - 22000 = +23500 \text{ EUR} (200\%)$

43% improvement in closed sales



Pitch Patterns

POSITIVE CALLS



pitchpatterns.com