

Pitch Patterns



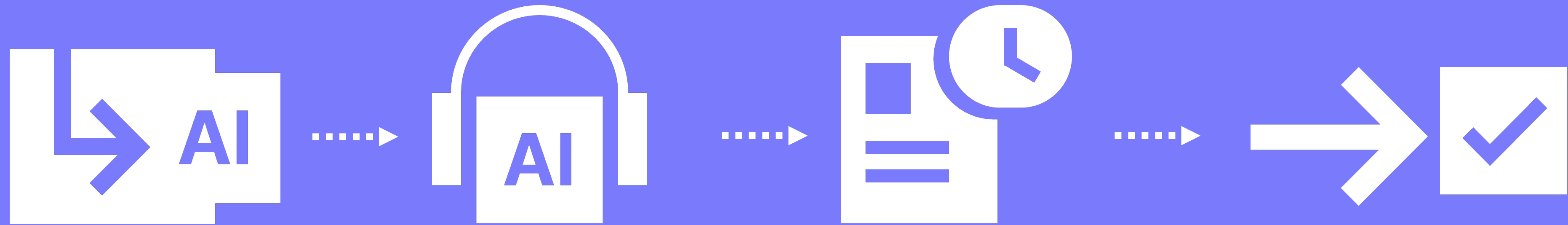
See conversations



Manual process



Automated process



**AI automatically
analyses all call.**

**AI provides
feedback of
actionable
problems and
opportunities**

**Save time.
Clear process.**

**Increased sales
KPIs.**

Track conversational dynamics

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.



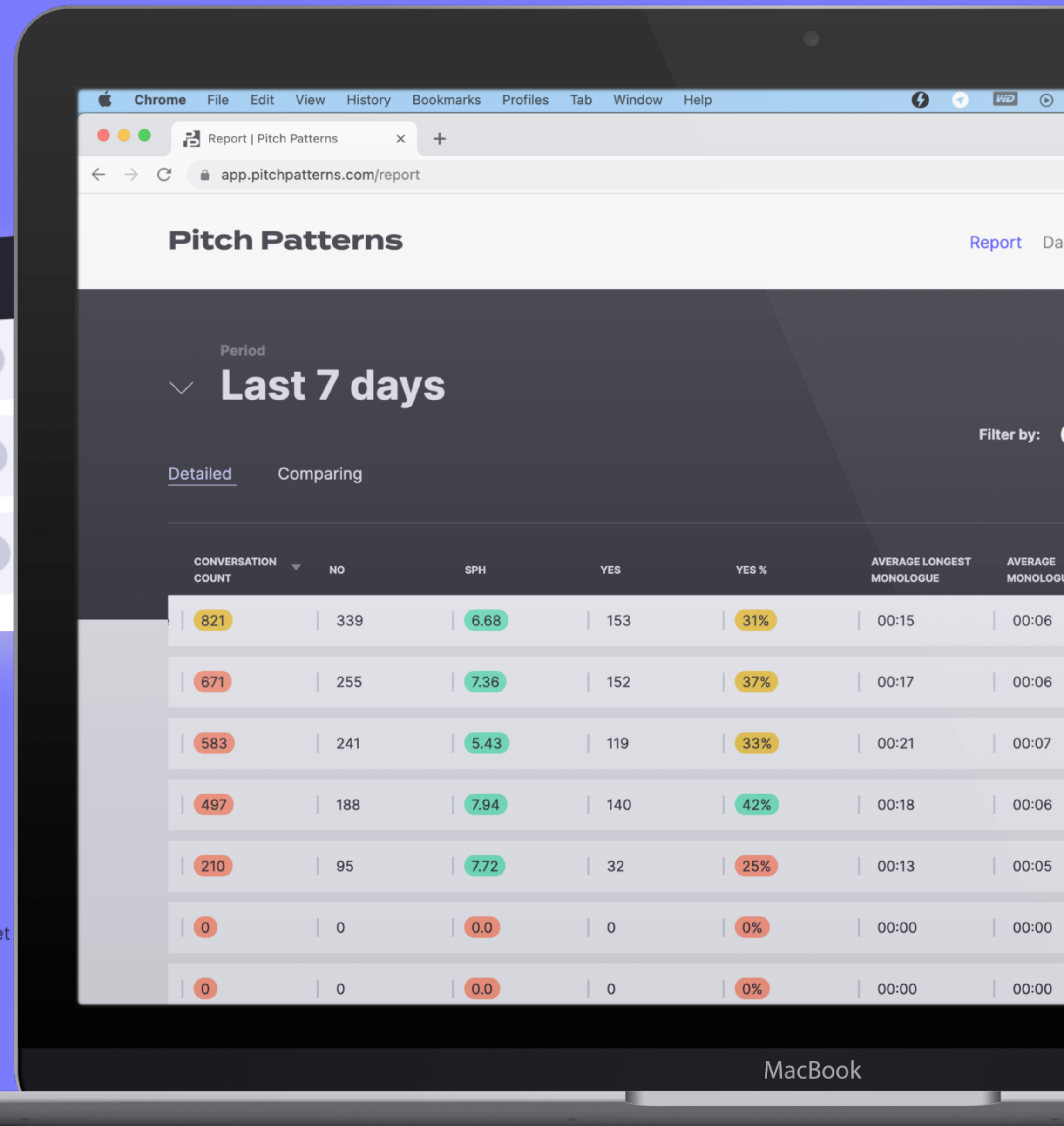
Metrics

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



Indicators

Track conversational metrics set against your desired goals.



MacBook

Track conversation contents

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:

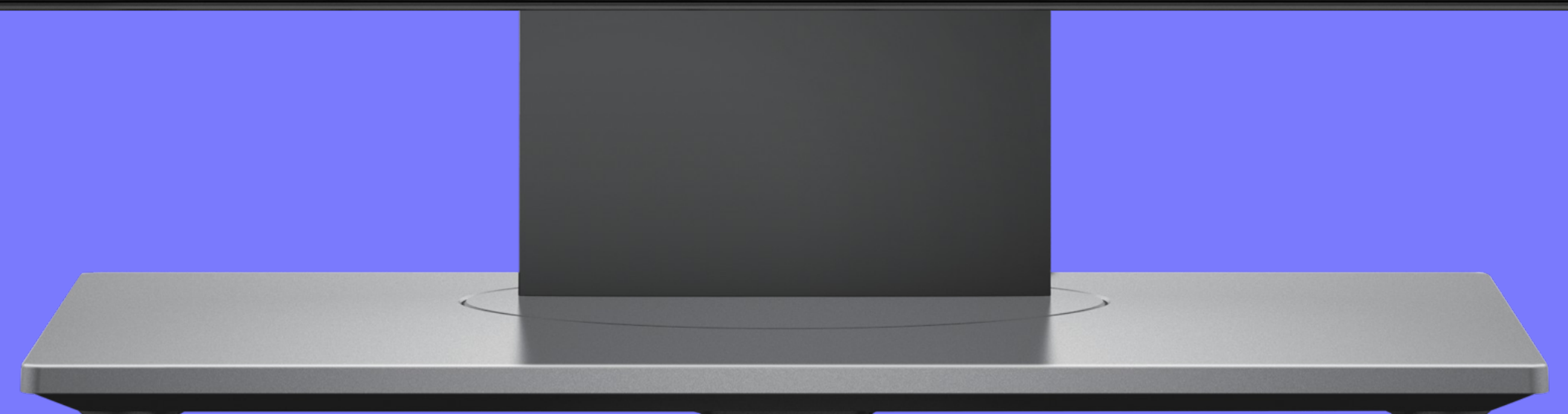
Agent:

Client:

Topics:

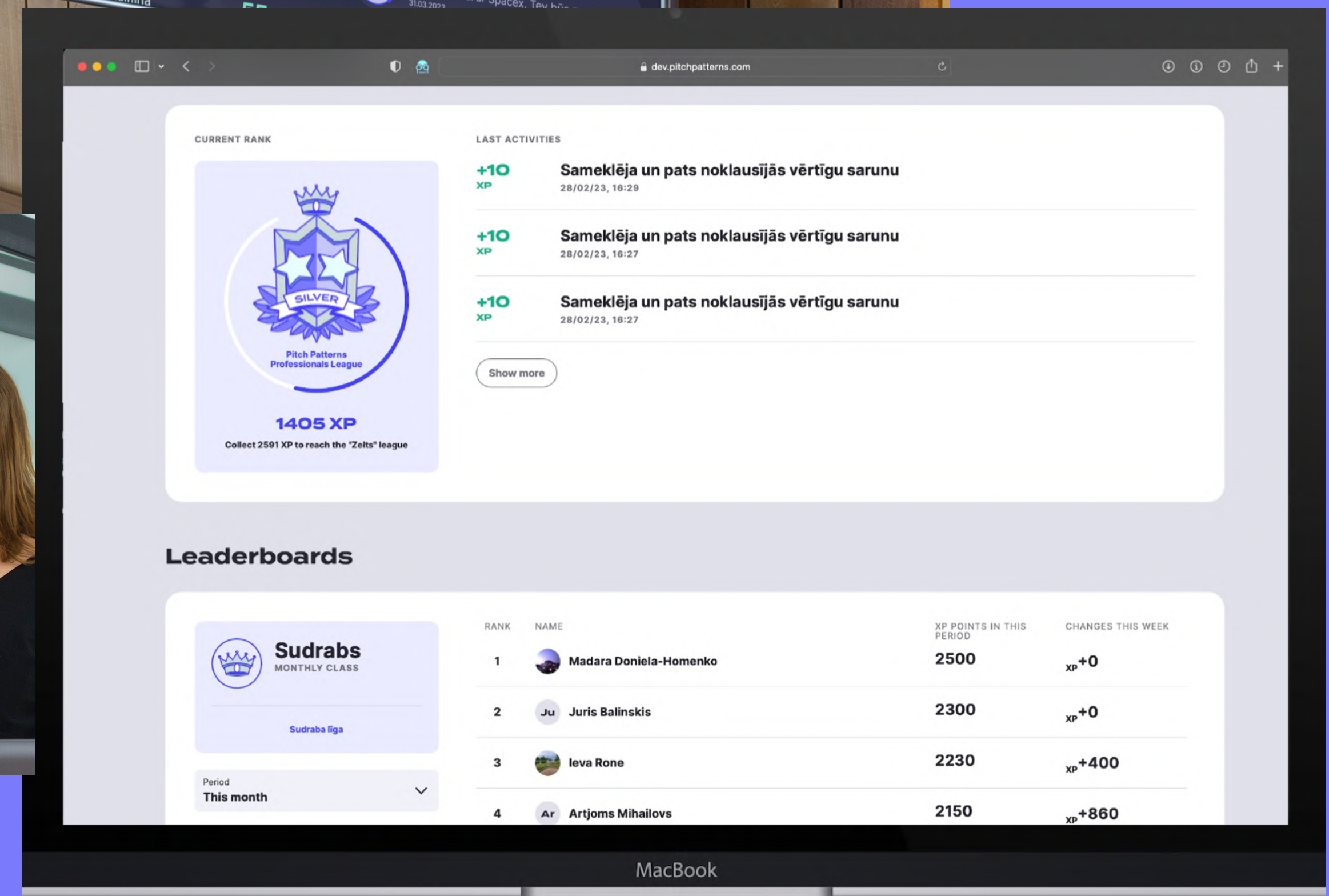
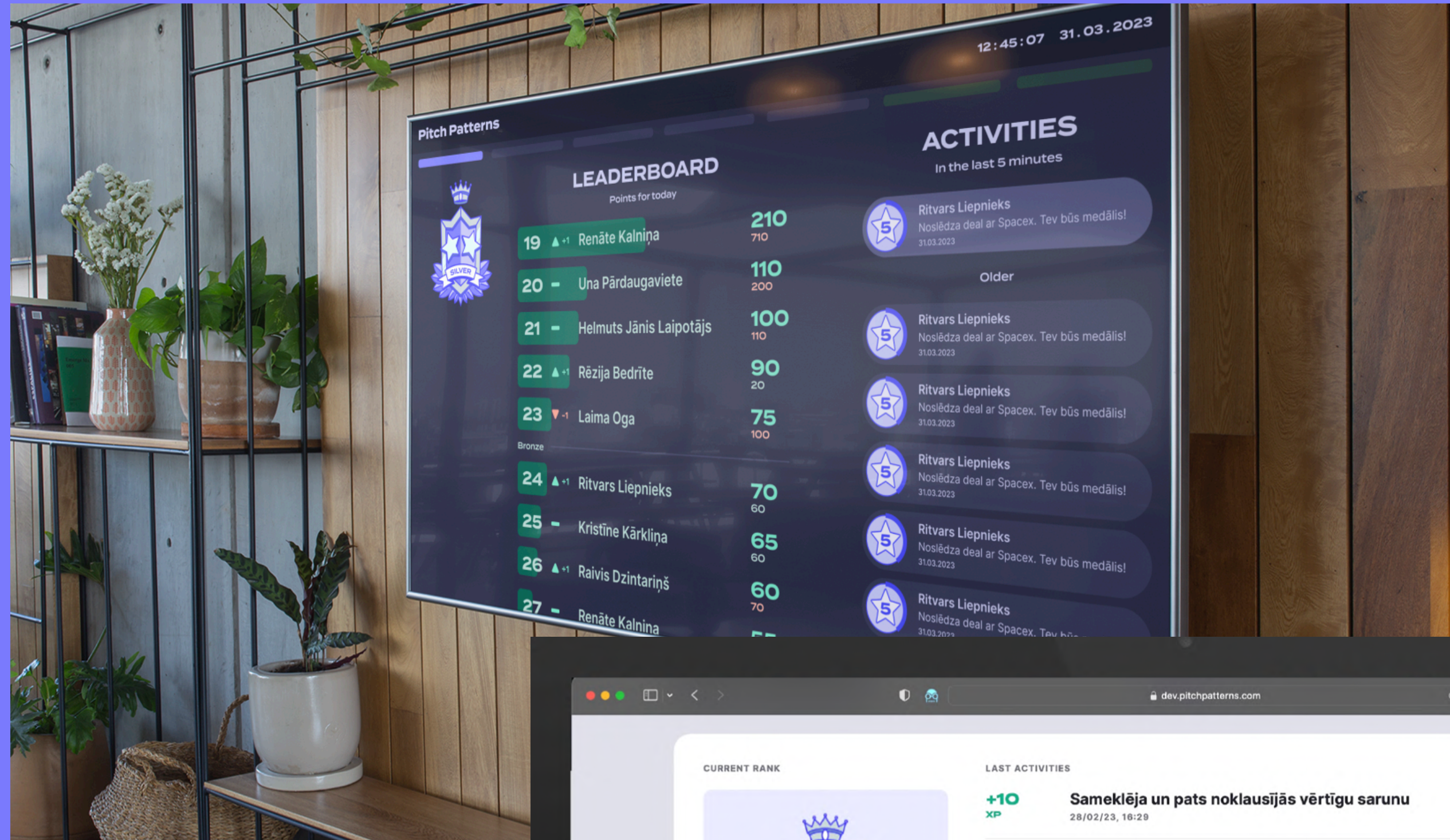
Topics

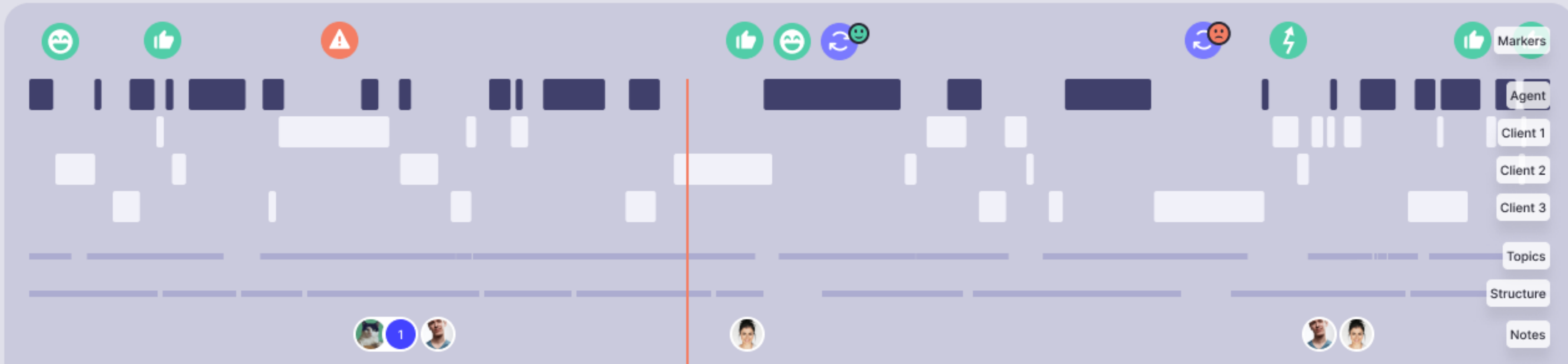
Agent	Client	Summary
41% Pricing	25% Pricing	80% Pricing
26% Features	48% Features	50% Features
16% Introduction	17% Introduction	25% Introduction



Leaderboards

Single call
centre manager
can handle
up to 50 agents





Summary Topics Structure Emotion patterns Scorecard More stats

In brief

Ariel's company focuses on capturing clients in smaller language markets, leveraging tech like AI listening tools to improve sales team productivity and engagement. They offer an integrated CRM solution with unique positioning in the market.

Summary

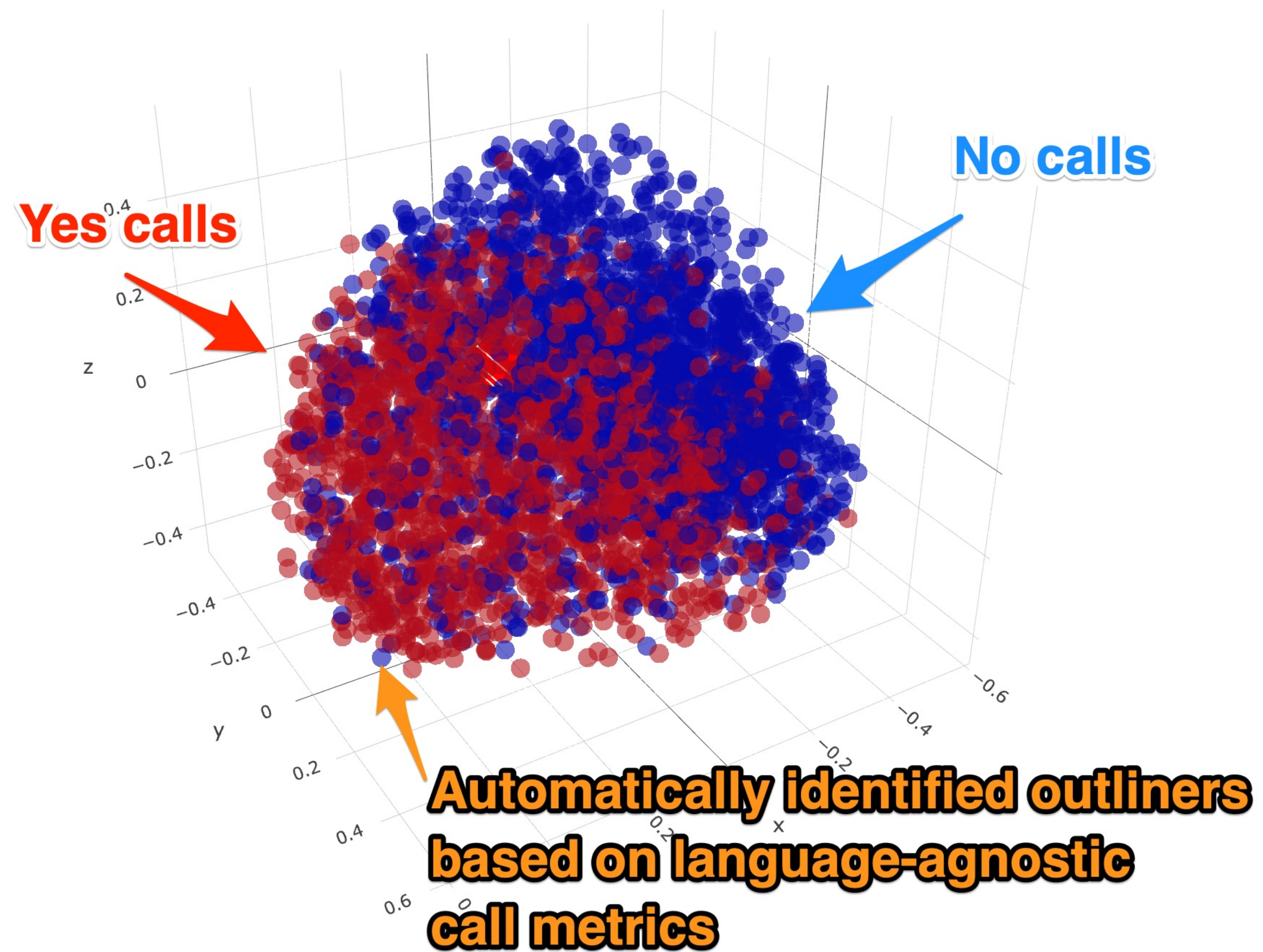
- The conversation touches on the success of the Latvian basketball team and the importance of representing small countries in sports.
- Ricardas discusses his career path, starting as an event manager and

Transcript

Agent 07:02
 Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam id arcu consectetur, porttitor erat ac, euismod eros. Aliquam imperdiet in odio id tempor. Aliquam erat volutpat. Vivamus scelerisque ut arcu sit amet porta. Aenean ornare, est tristique molestie dapibus, nulla quam tempor elit, auctor euismod augue purus in metus. Quisque vehicula et metus et placerat. Cras aliquam eros sapien, sed faucibus quam tempor ac. Orci varius natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Quisque quis augue sed leo ornare ullamcorper.

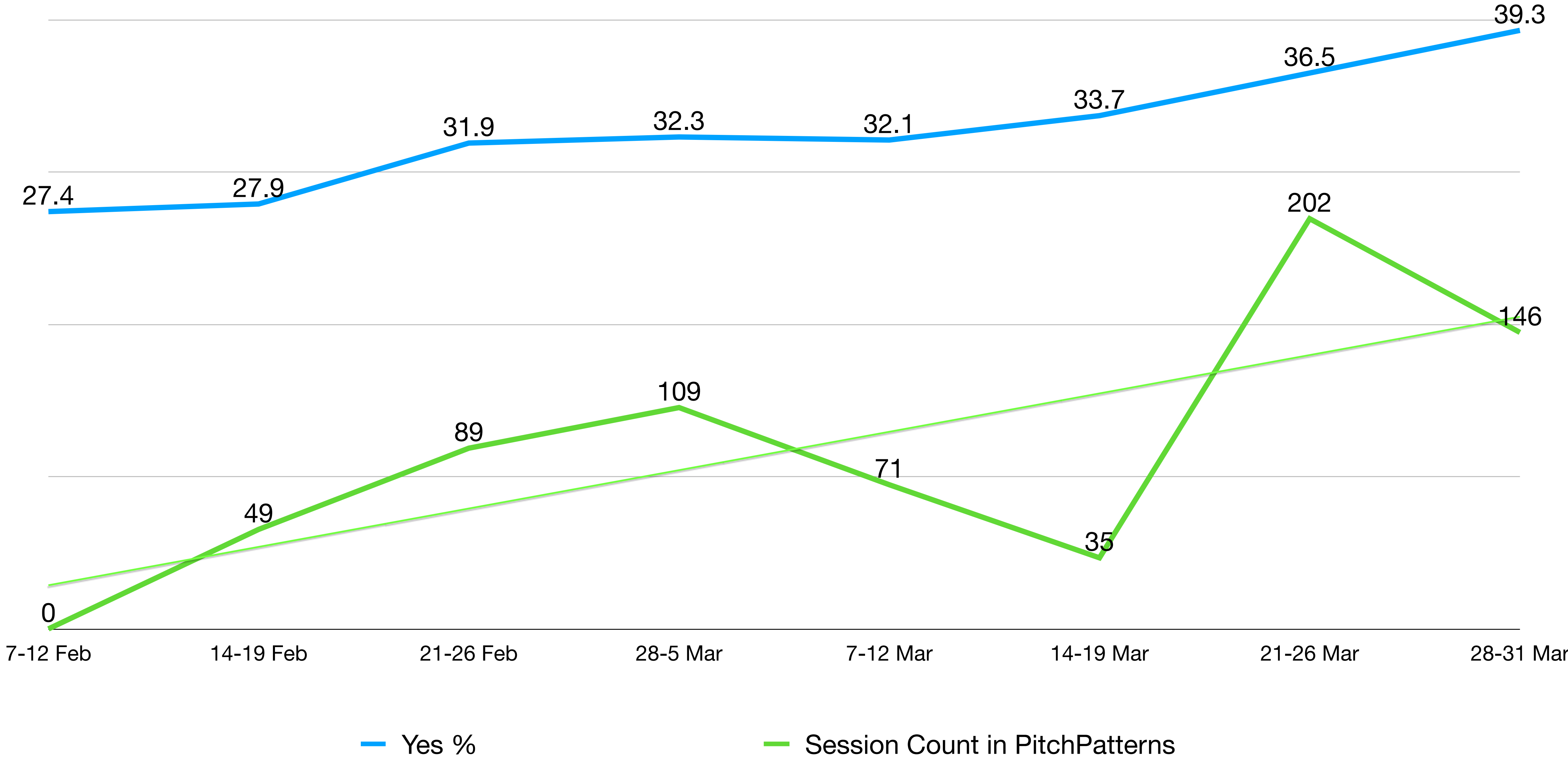
Report issue [Mute] 15 [Play] 15 1x [Denoise] [Labels] [Volume: 100%]

Instead of listening 1000 calls we automatically select top 10 which you should review



* Each data point is a single call

43% improvement in closed sales



Our clients



Return of Investment

Call center: 50 agents

Manual call quality evaluation system, such as QEval: $30 \text{ EUR} * 50 = 1,500 \text{ EUR}$

2 x full-time quality control staff, gross: $4,000 \text{ EUR} * 2 = 8,000 \text{ EUR}$

Conversion rate for B2C resell (upsell) calls: **5%**

Resell (upsell) deal size: $500 \text{ EUR} * 50 * 10 \text{ potential deals} * 0.05 = 12,500 \text{ EUR}$

Call center: 50 agents

pitchpatterns.com: 45 EUR/mon * 50 = 2,250 EUR

1 x full-time quality control staff, gross: $4,000 \text{ EUR} * 1 = 4,000 \text{ EUR}$

Conversion rate for B2C resell (upsell) calls: **10%**

Resell (upsell) deal size: $500 \text{ EUR} * 50 * 10 \text{ potential deals} * 0.1 = 25,000 \text{ EUR}$

Savings: $9500 - 6250 = 3250 \text{ EUR}$ (First month)

Potential Earnings: $25000 - 12500 = 12500 \text{ EUR}$ (Within 3 months)

Pitch Patterns

POSITIVE CALLS



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