

Administration

CRM agent

12

Procurement Checker

3

1

Employee

4

Branch Support

5

Marketing

Blog writer

1

Shop Descriptions

Private Clients

746

Customer S

37

Business Clients

89

Your Location
Dubai

asya

AI contact centre

Sales Training

393



PITCH
PATTERNS

World's best AI analytics for conversational intelligence

Increase in sales by 43% in 2 months. 95% CER accuracy, TTS, SST in Baltic languages, Emotion detection, Intelligence markers.

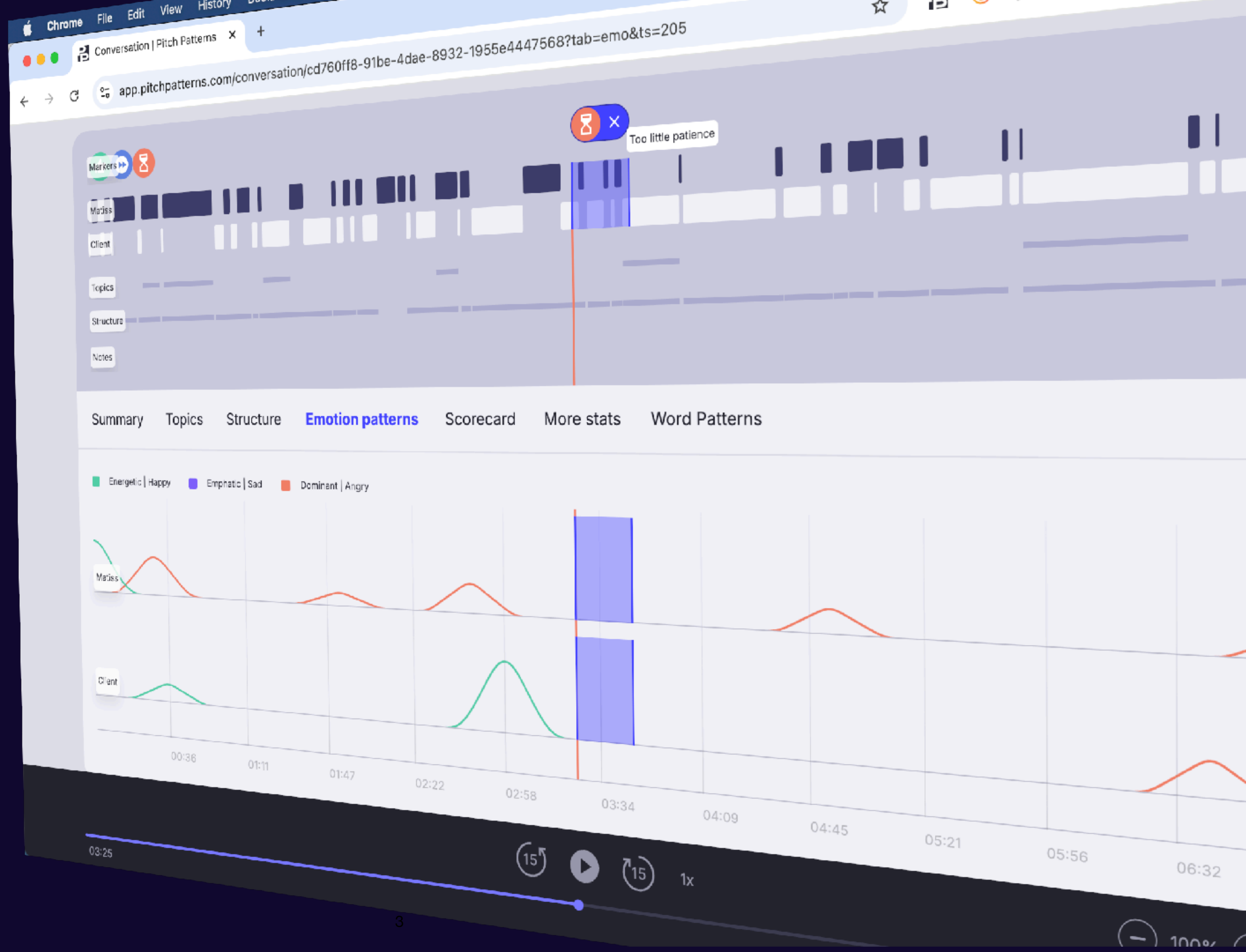




PITCH
PATTERNS

Soft-Skills Tracking

Multi-modal emotion tracking using tone and sentiment. 6 axis emotion pattern visualisation and unique Social Intelligence markers.





PITCH
PATTERNS

Hard-Skills Tracking

AI Summary, Keyword/Phrasal
Topics and Intent logics to identify
bad behaviours and enforce quality
control.

The screenshot displays the Pitch Patterns web application interface. At the top, the URL is `app.pitchpatterns.com/conversation/8960b81a-954a-4b21-9050-064434eb0b82?ts=55&tab=topics`. The navigation bar includes "PITCH PATTERNS" and menu items: "Worktable", "Report", "Dashboard", "Deals", "Tasks", and "Conversations".

The main interface features a timeline visualization of a conversation. On the left, a sidebar lists "Markers" and "Marta". The timeline shows segments for "Client", "Topics", "Structure", and "Notes". A red vertical line indicates a specific point in time. Below the timeline, a tabbed interface shows "Summary", "Topics", "Structure", "Emotion patterns", "Scorecard", "More stats", and "Word Patterns".

The "Topics" tab is active, displaying a list of topics for "Marta":

- 3 Agent - Good Words
- 1 Filler words

The "Client" section shows:

- 2 Small Talk
- 3 Client confused

The conversation transcript below shows:

Marta
Labi, super! Tās ir ļoti labas ziņas. Jā, jā, atliek otru darbiņu arī.

Client
Jā, es vēl sūtīju. Man šķiet, es **nezinu**, metīsim nost, ka es sūtīju par ē...

The transcript also includes a video player at the bottom with a progress bar and a 15-second skip button.

LEADERBOARD

Points for today

1	▲ +1	Jānis Ezeriņš	1019 912
2	▼ -3	Una Pārdaugaviete	900 925
3	▲ +1	Helmuts Jānis Laipotājs	875 900
4	▲ +1	Rēzija Bedrīte	820 820
5	▼ -1	Laima Oga	740 720
6	▼ -2	Ritvars Liepnieks	710 0
7	-	Kristīne Kārklīņa	695 725
8	▲ +1	Raivis Dzintariņš	600 580
9	-	Renate Kalniņa	520 710

ACTIVITIES

In the last 5 minutes

- Dāvis**
Deal atjaunots ar piezīmi
31.03.2023 10
- James**
Stepped up from position 2 to 1
31.03.2023
- Kelly**
Call to Intergaz (didn't record)
31.03.2023 200
- Older
- Reminder**
There are 4 working days left this week
31.03.2023
- Raitis The Great**
Received a 5 star rating
31.03.2023 1000
- Dāvis**
Stepped up from position 2 to 1
31.03.2023
- Dāvis**
Call to Lego (didn't record)
31.03.2023 20

Industry leading Human agent activation system using Live Leaderboards

LIVE



PITCH
PATTERNS

Chrome File Edit View History Bookmarks Profiles Tab Window Help

Report | Pitch Patterns

app.pitchpatterns.com/report

PITCH PATTERNS Worktable Report Dashboard Deals Tasks Conversations

Period
Sep 12 / 2023 - Sep 18 / 2024

Filter by: Tags Duration Inter

Team

Detailed Word Patterns Leaderboards Logs

AGENT	ENERGETIC / HAPPY VOICE CLIENT	EMPHATIC / SAD VOICE CLIENT	DOMINANT / ANGRY VOICE CLIENT	CLIENT EMOTION CHANGE	CLIENT LAUGHTER	CLIENT EMOTION CHANGE END OF
AL	3.3%	8.6%	3.9%	3.8%	1	4.2%
DF	32.7%	2.1%	0%	3%	0	-2%
IB	3.6%	8.2%	10.6%	2.8%	4	6.7%
IE	5.6%	24%	0.7%	7.1%	0	5.9%
IP	14.8%	12%	4%	5.6%	1	4.3%
KRB	22.4%	12.4%	2.5%	2.6%	0	-4.6%

Find

TOPIC OPERATOR: NOT ALL NONE

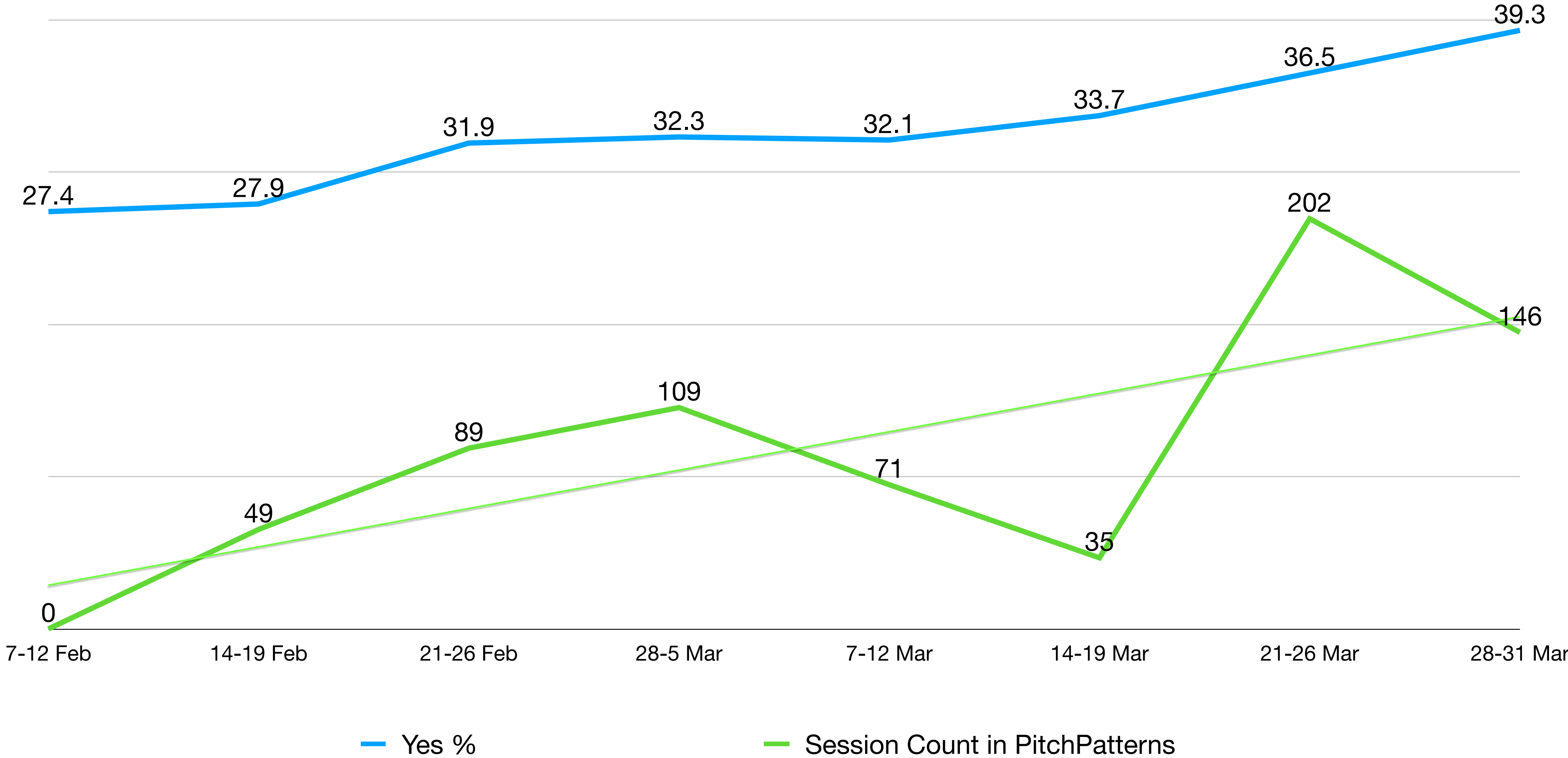
- Aģents - Empatiskie
- Aģents - Iepazīšanās
- Aģents - Izzināšana
- Aģents - Kompliments
- Aģents - Labie vārdi
- Aģents - Liekvārdība
- Aģents - Mīkstinošie & Deminutīvi
- Aģents - Negatīvie
- Aģents - Problēma
- Klients - Apjucis
- Klients - Apstiprinoši
- Klients - Distancējošie
- Klients - Mīkstinošie & Deminutīvs
- Klients - Noraidoši
- Klients - Problēma
- Klients - Tuvinošie
- Tēma - Līgums
- Tēmas - Stādīšana
- Tēmas - Taksācija
- Vadība

Clear

Deep Analytics

50+ metrics across both soft and hard skills to track large patterns across team and improve performance and quality.

43% improvement in closed sales



20+ Enterprise Customers from
Baltic States and USA, Germany

