

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

NextGen contact centre

Sales Training

393

Problem

Typical 100 agent call-centre operation monthly

- Rotation of workforce 10 agents per month, 1 HR manager, cost: 4000 EUR
- Training 10 new agents, 1 Project manager, cost: 4000 EUR
- Quality control and strategy, 4 Project managers, cost: 12000 EUR
- Agents on phone lines and text messages, 100 agents, cost: 200,000 EUR
- Marketing team, generating leads, 1 marketing manager, cost: 4000 EUR

Human agents: 107

AI agents: 0

Total cost: 224 000 EUR / month

Solution

- 1 x Skilled call centre manager, cost: 5000 EUR
- Rotation of workforce 5 agents per month, eldigen.com HR AI Agent, cost: 50 EUR
- Training 5 new agents, eldigen.com Staff Training AI Agent, cost: 50 EUR,
- Quality control and strategy, pitchpatterns.com Quality Control AI agent, cost: 500 EUR
- 50 robot caller pitchpatterns.com AI agents, cost: 2500 EUR
- Agents on phone lines and text messages for complex tasks, 50 agents, cost: 100,000 EUR
- Marketing team, generating leads, eldigen.com AI Agent, cost: 50 EUR

Human agents: 51
AI agents: 54

Total cost: 108,150 EUR /

monthly
Profit: 115,850 EUR 52% saving

asya



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.

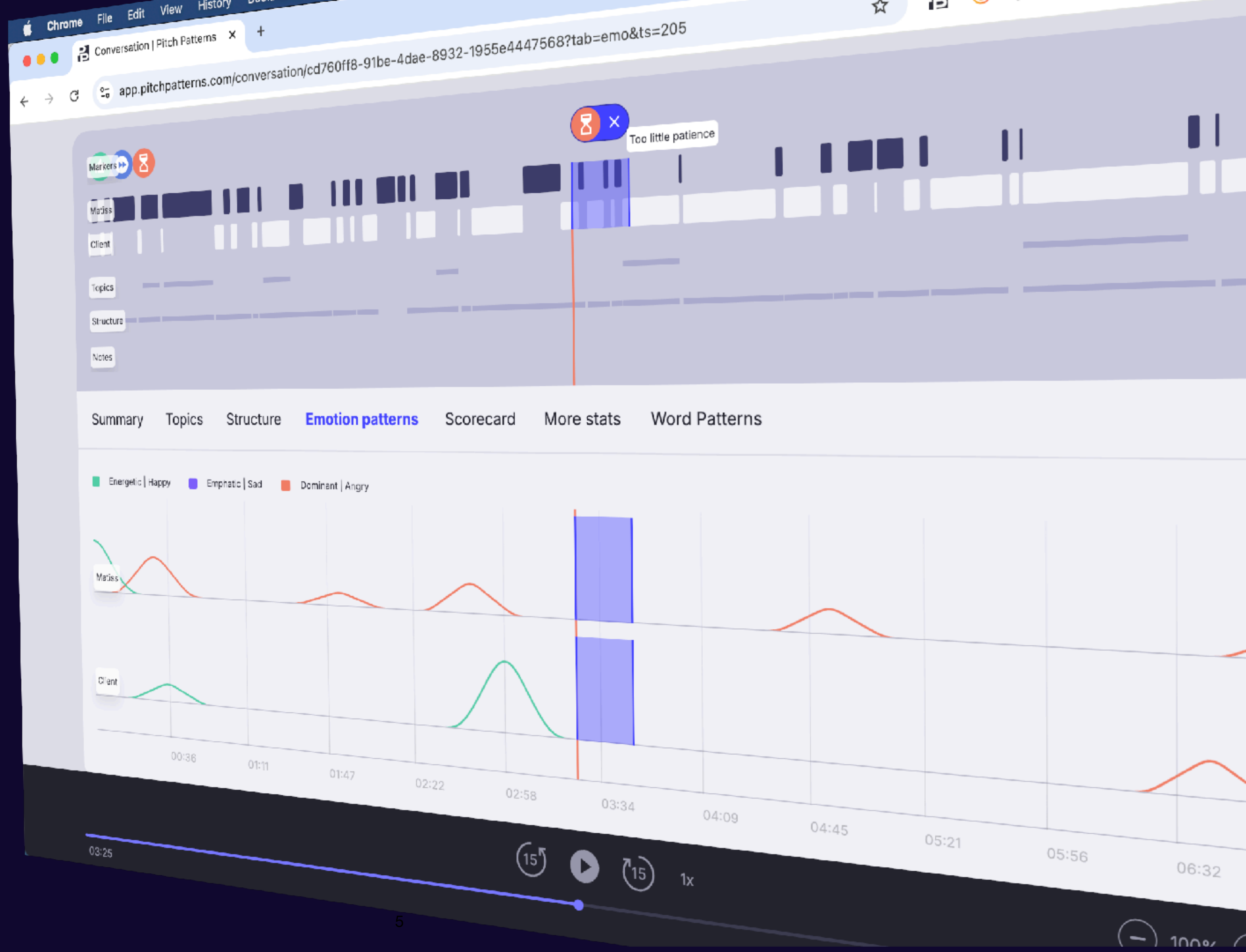




PITCH
PATTERNS

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 for a conversation. On the left, a sidebar lists "Markers", "Marta", "Client", "Topics", "Structure", and "Notes". The timeline shows a vertical red line indicating a specific point in time. Below the timeline, there are tabs for "Summary", "Topics", "Structure", "Emotion patterns", "Scorecard", "More stats", and "Word Patterns".

The "Topics" tab is active, showing a list of topics for both "Marta" and "Client":

- Marta:**
 - 3 Agent - Good Words
 - 1 Filler words
- Client:**
 - 2 Small Talk
 - 3 Client confused

The conversation transcript is visible at the bottom, showing messages from "Marta" and "Client". A message from "Client" contains the word "nezinu" highlighted in red, indicating a detected keyword or phrasal topic. A video player interface is visible at the bottom of the screen, showing a progress bar and a "15" icon.



PITCH
PATTERNS

Robocalls

Automate debt collection,
screening of leads, medical
appointments

Debt Demo Script

Type

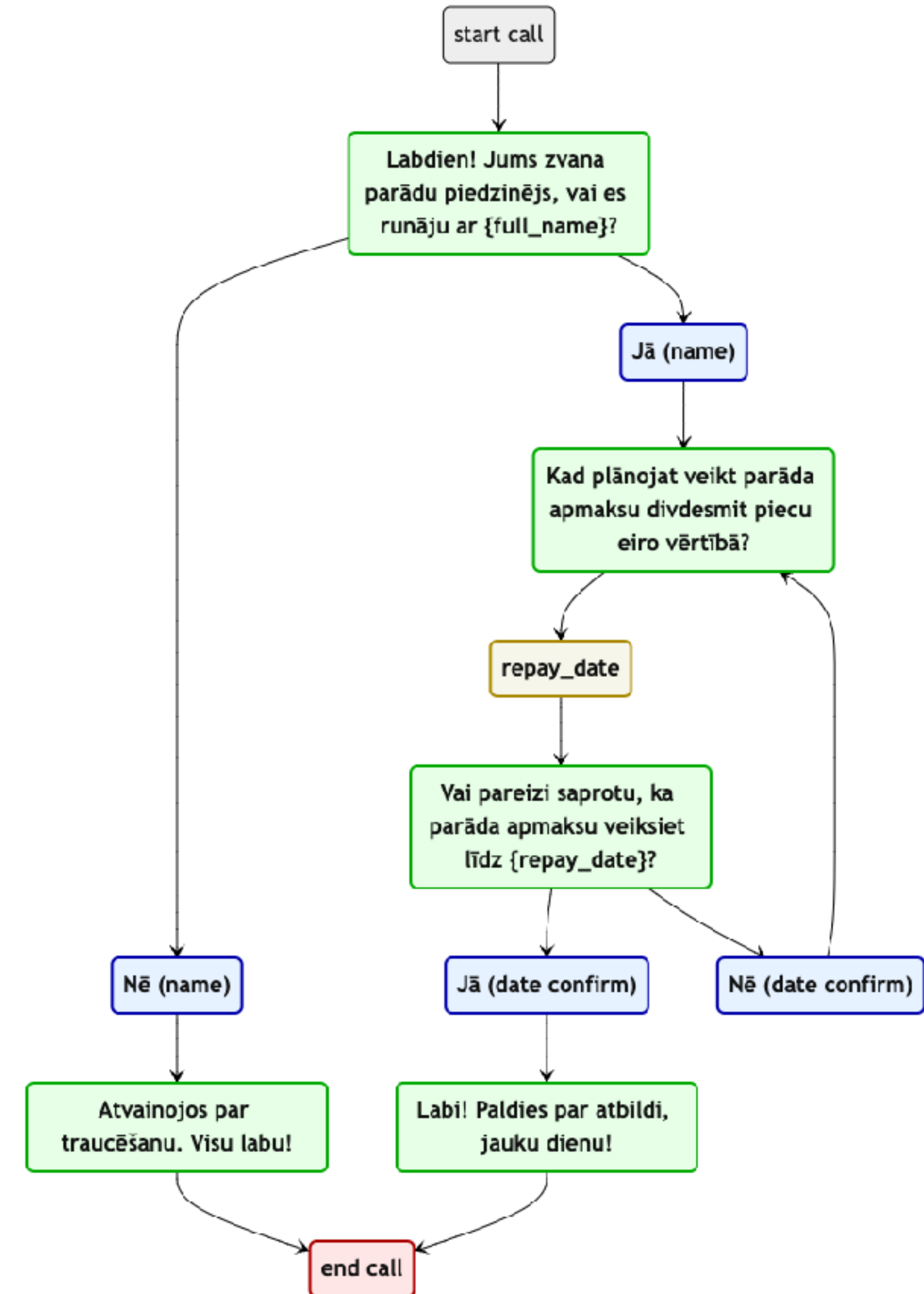
Outbound

Language

Latvian

+ Add Step

Save Script



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

Omni-channel Client support agent (Chat & Email)



The screenshot shows the Outlook interface with an email thread titled "Noslēgts digitalizācijas projekts". The email content includes a greeting and a list of four items:

1. Grūzējais digitālā brīduma tests;
2. Iepirkuma dokumentācija;
3. Līgums ar pakalpojuma sniedzēju;
4. Līguma līgums (ja tāds ir un attiecas).

Below the email content, there is a chat window from "Agent: Assistant PTX 50" with the "Eldigen" logo. The chat window has "Insert Text" and "Send" buttons.

The screenshot shows the Tele2 website with the heading "Internets tavām mājām". It features two main offers:

- 5G mājas internets**: Pārvieojams mobilais internets ar 99% pārklājumu Latvijā, pieslēdz īslaicīgi vai noformē izdevīgu līgumu uz 24 mēn., darbojas 4G un 5G tīklā vietās, kur tas pieejams. Rūteris: Zowee, pariek klienta īpašumā pēc 36 mēnešu nomas. Price: no 15,98 €/mēn.
- Optiskais internets**: Stabils mājas internets konkrētā adresē ar ātrumu līdz 1000 Mbit/s, noformē izdevīgu līgumu uz 24 mēn., mā/vietā ierīkots stacionārs optiskais vads un rūteris. Rūteris: TP-LINK, pariek klienta īpašumā pēc 24 mēnešu nomas. Price: no 17,99 €/mēn.

At the bottom, there are buttons for "Internets ar TV", "Īstermiņa vajadzībai", and "Ja tev jau ir 2 Tele2 numuri".

On the right side, there is a chat window titled "Pajautā ekspertam". The chat content includes:

- Sveiki! Esmu eksperts **Dzirkstele**. Uzdo man jautājumu, centīšos palīdzēt!
- cik ātrs ir optiskais internets salīdzinājumā ar 4G?
- Tele2 optiskais internets piedāvā ievērojami lielāku ātrumu, salīdzinot ar 4G. Optiskā interneta minimālais garantētais ātrums ir 400 Mbit/s, maksimāli 1000 Mbit/s, savukārt 4G maksimālais teorētiskais ātrums ir līdz 375 Mbit/s ar vidējo ātrumu ap 40 Mbit/s normālās slodzes apstākļos.

At the bottom of the chat window, there is a text input field "Tavs jautājums" and a "Līdzdu" button. Below the input field, there is a note: "Līdzdu neraksti personālos datus vai sensitīvu informāciju."

Training Agent

Scrum apmācību aģents

Statistika Zināšanu avoti Iestatījumi Apmācības

Rezultāti 50.00% Progress 04:36

A constant duration leads to a better rhythm

- Product is designed, coded, and tested during the sprint

9

Sequential vs. overlapping development

Requirements Design Code Test

Rather than doing all of one thing at a time...

...Scrum teams do a little of everything all the time

Source: "The New Product Development Game" by Takeuchi and Nonaka, Harvard Business Review, January 1986.

10

Iepriekšējais Nākamais

Materiālu apskatīju, varam turpināt

Statistika Zināšanu avoti Iestatījumi Integrācijas Sarakste

Kā Pakalpojuma līguma zonā var apskatīt patēriņa sadalījumu pa objektiem un katra objekta summu?

- A) Noklikšķinot uz izvēles rūtiņas blakus katram objektam
- B) Nospiežot radio pogu konkrētajā IM rindā
- C) atlasot objektus nolaižamajā izvēlnē
- D) Veicot dubultklikšķi uz objektiem zonā

D

Atvainojiet, jūsu atbilde ir NEPAREIZA!

"Lai atskaņotu zonas datus, nospiediet radio pogu konkrētajā tūlītējās ziņojumapmaiņas rindā Konta budžeta saraksta zonā."

PAREIZĀ atbilde ir B) Nospiežot radio pogu konkrētajā IM rindā

Vai viss skaidrs? Vai mēs varam pāriet pie nākamā jautājuma?

Ja jā, atbildiet ar "Turpināt"

Ja jums ir vēl daži jautājumi, uzdodiet jautājumu par to.

Ieteiktie jautājumi:

Turpināt

Ierakstiet jautājumu

+ Jauna tēma

Document Validation agent



Document Checker | Submissions | Checklists | Documents | Integrations

Submissions

Total Submissions: 7 | Qualified: 4 | Disqualified: 2 | Processing: 1

+ Upload Files | Search | Checklists | Status

No	Name	Type	Checklist	Progress	Status
1	Business Plan 2025	Form	Business Grant, Business Risks, Cra...	100%	Qualified
2	Q1 financial report	Form	Business Grant, Business Risks, Cra...	100%	Disqualified
3	Project X	Files	Business Grant	70%	Processing
4	Business Plan 2025 - A	Form	Business Grant, Business Risks, Cra...	100%	Qualified
5	Business Plan 2025 - B	Form	Business Grant, Business Risks, Cra...	100%	Qualified
6	Business Plan 2025 - C	Form	Business Grant, Business Risks, Cra...	100%	Qualified
7	Business Plan 2025 - D	Form	Business Grant, Business Risks, Cra...	100%	Disqualified

10 | 1 | 1

Document Checker | Submissions | Checklists | Documents | Integrations

Submissions

12-02-2024 / 12:39

Form Name | Overall Score: 85% | Required Score: 75%

Qualification Criteria Group

Qualification Criteria Group

Vai uzņēmums atbilst mazajam (sīkajam) komersantam?

Required | Passed | Match: AND

Questions

1 | Yes | Field Name: inovacion... | Field Type: Yes/No | Expected: Yes | Answer: Yes

Vai uzņēmumā ir mazāk nekā 50 darbinieku?

2 | No | Field Name: inovacion... | Field Type: Yes/No | Expected: Yes | Answer: Yes

Vai uzņēmuma gada apgrozījums nepārsniedz 10 miljonus eiro?

2 | No | Field Name: inovacion... | Field Type: Yes/No | Expected: Yes | Answer: Yes

Vai uzņēmuma gada bilances kopsumma nepārsniedz 10 miljonus eiro?

Qualification Criteria Group

Qualification Criteria Group

Plānotie ieguldījumi atbilst vismaz vienam komercdarbības uzlabošanas procesam, kas minēti MK noteikumu Nr. 10 16. punktā

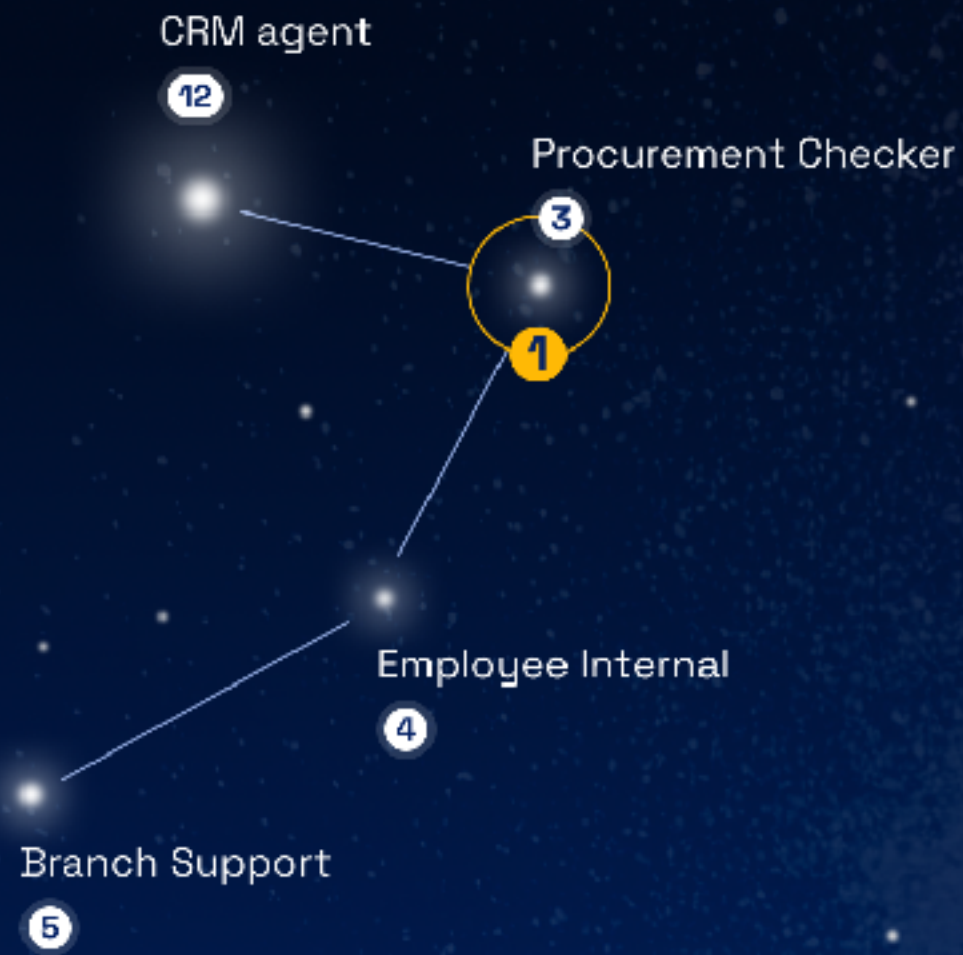
Required | Passed | Match: ALL (AND)

Questions

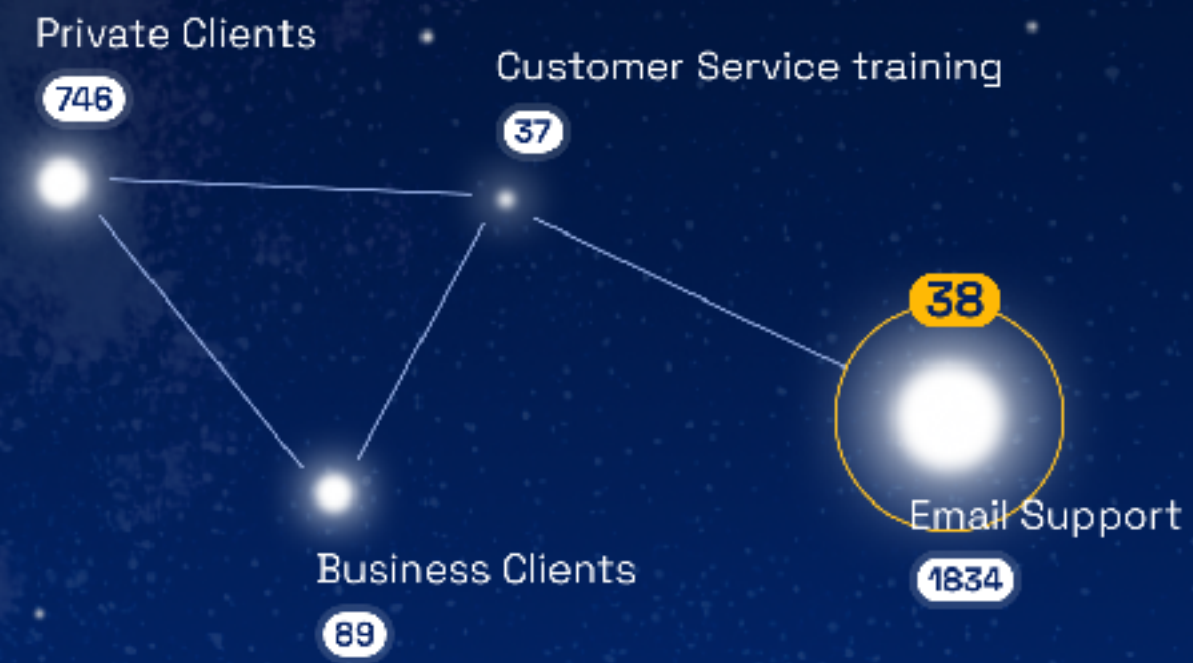
3 | Yes | Field Name: ... | Field Type: ...



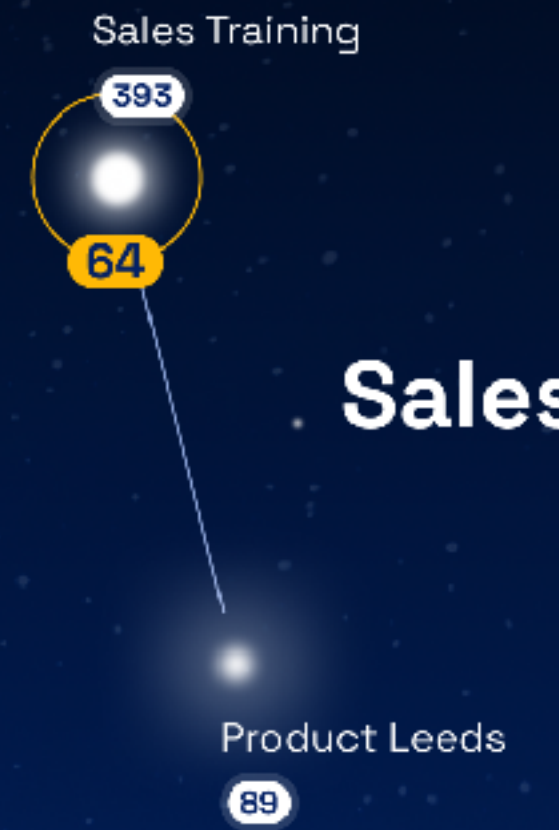
Administration



Customer Service



Sales



Marketing



Supply Chain

Undiscovered Constellation



Agentic automation



15+ Enterprise Customers





PITCH
PATTERNS

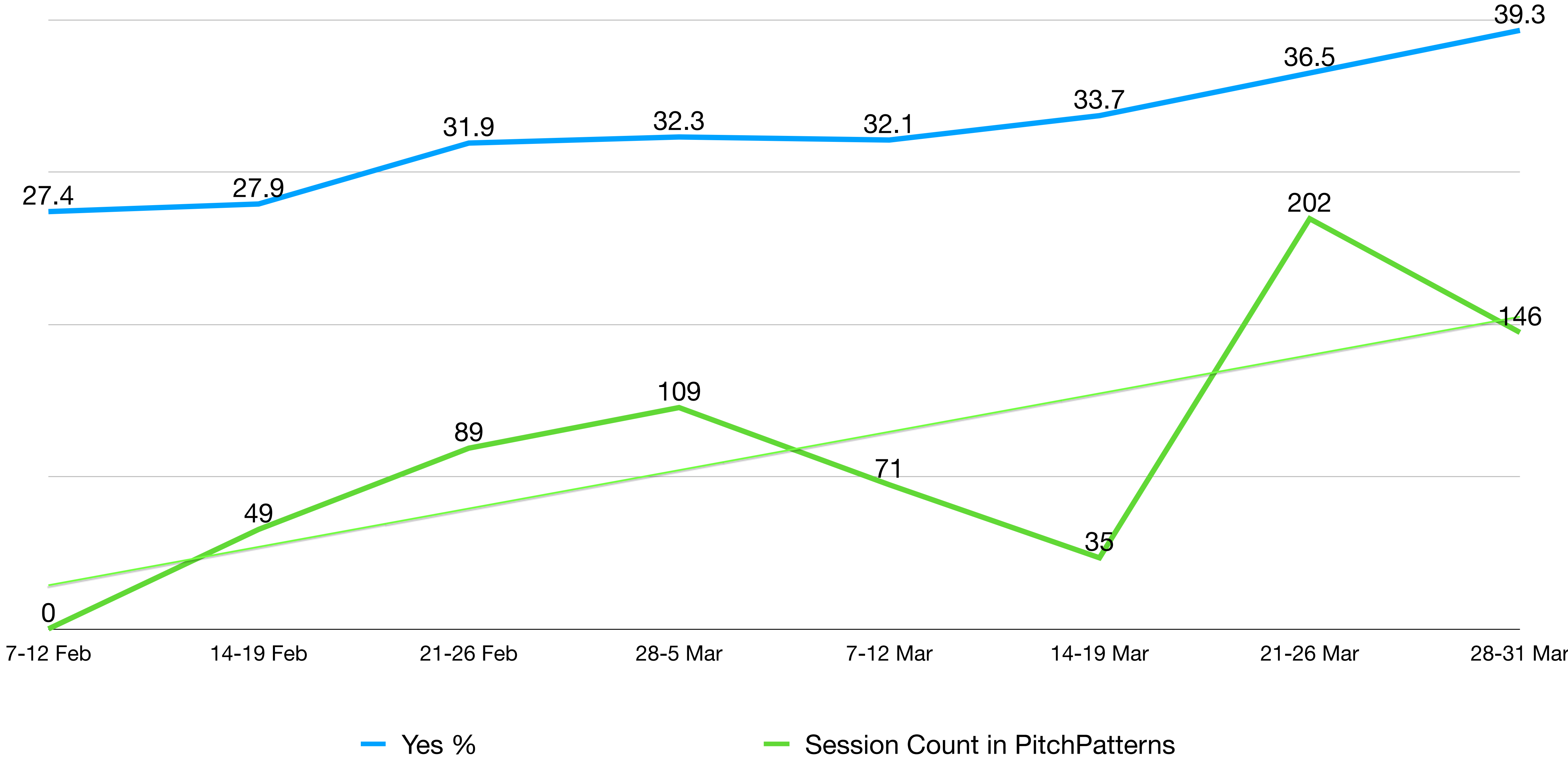
Testimonial

“With Pitch Patterns, we are able to listen every IB and OB call without “listening” to every single call. We can see calls, and focus on problems faster and at full scale”

BPO Director of Quality, 80 agents (inbound & outbound)
Ieva Laterere



43% improvement in closed sales



Business model



**PITCH
PATTERNS**

Quality and Strategy platform starting
500 EUR/mon

Robot caller agent starting
500 EUR/mon



Eldigen

All agents starting
50 EUR/mon

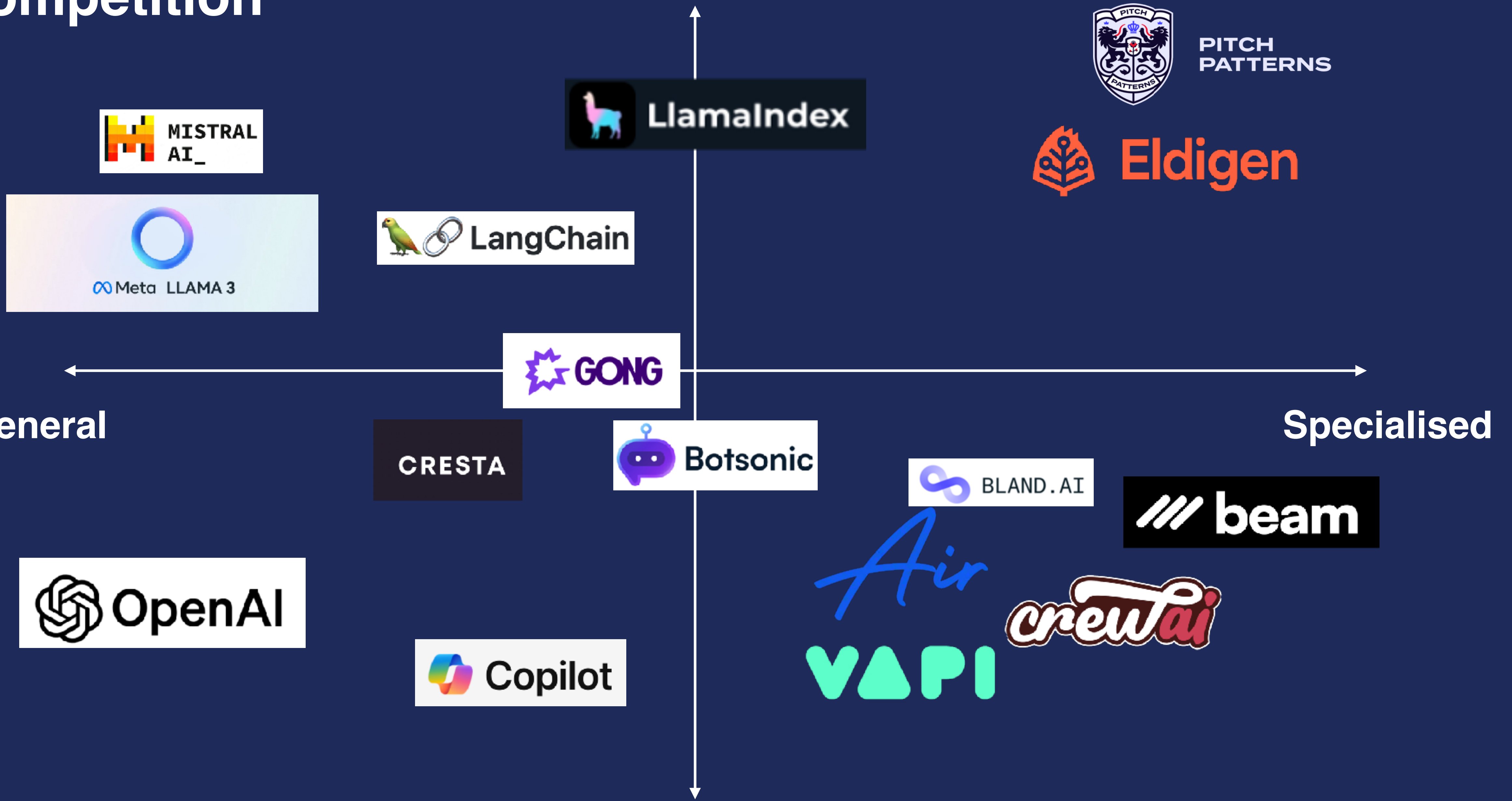
Enterprise
2500 EUR/mon



**Direct sales market
size estimated to 50b
and will grow to 200b
EUR by 2030**

Competition

Own models, On-premises



3rd party based, cloud-only, GDPR issues

Team



30+ researchers, developers, award winning designers, 20+ scientific publications

Cost effective new Nordics \$40,000 per month for a team of 30 members.

Average age: 24

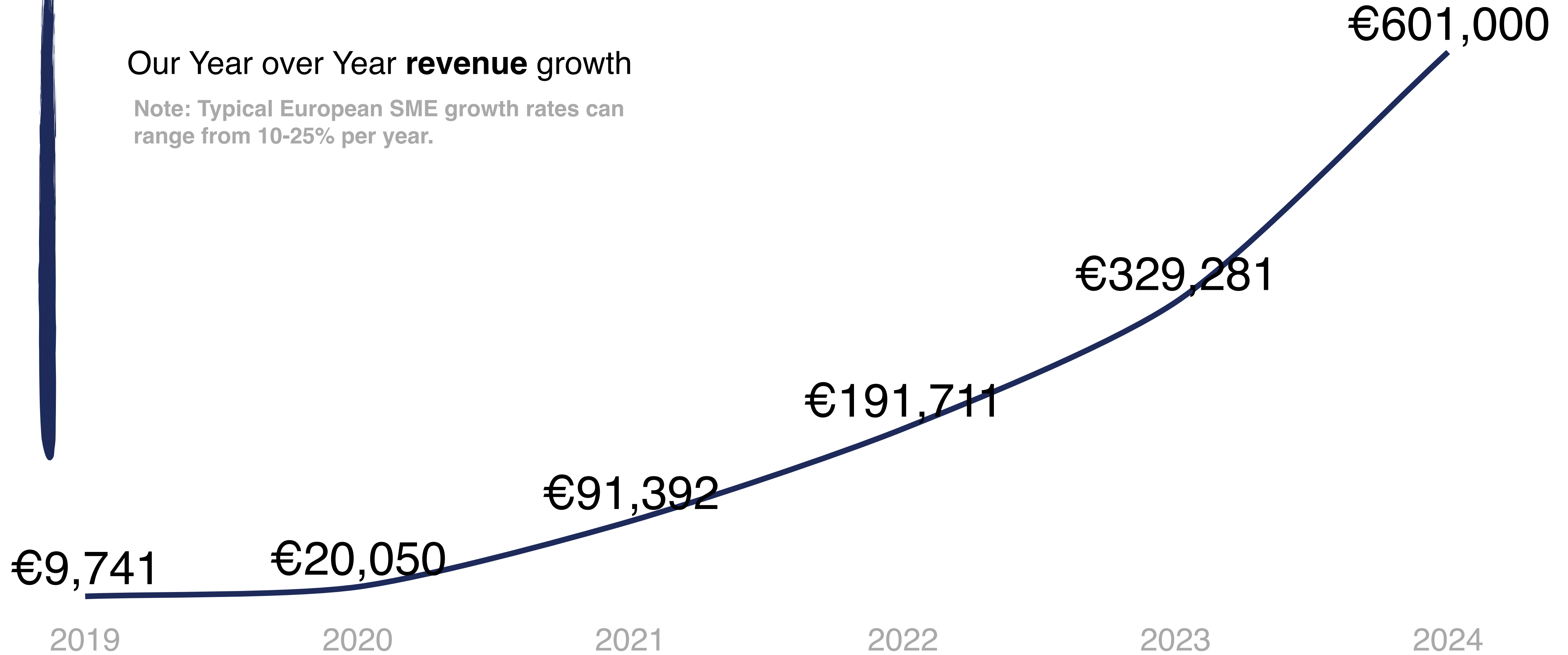
Not using any 3rd party services like OpenAI API etc. (70% margins, on-premises with shortened sales cycles)



71%

Our Year over Year **revenue** growth

Note: Typical European SME growth rates can range from 10-25% per year.



Round

asya

1. Investment round (2025 Q2) of 2m EUR (10m EUR valuation).
750k EUR already committed investment from 3 investors
2. Go to high-yield market: UAE, UK, India 2025 Q4
3. Go to UAE market and reach 5m EUR ARR by 2026
4. Reach 20m EUR ARR by 2029

