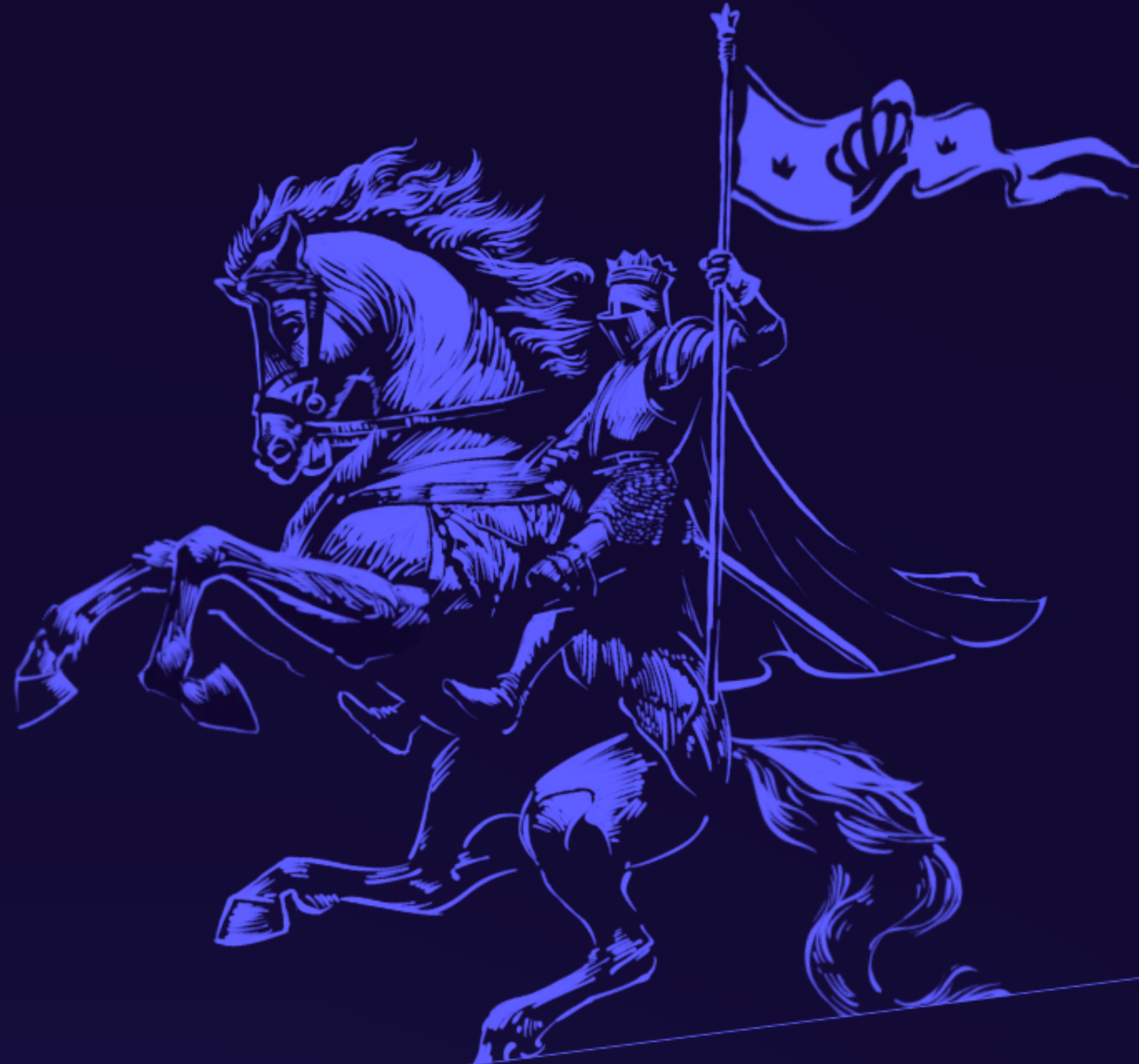




PITCH  
PATTERNS

# Helmes Next Generation contact centre solution

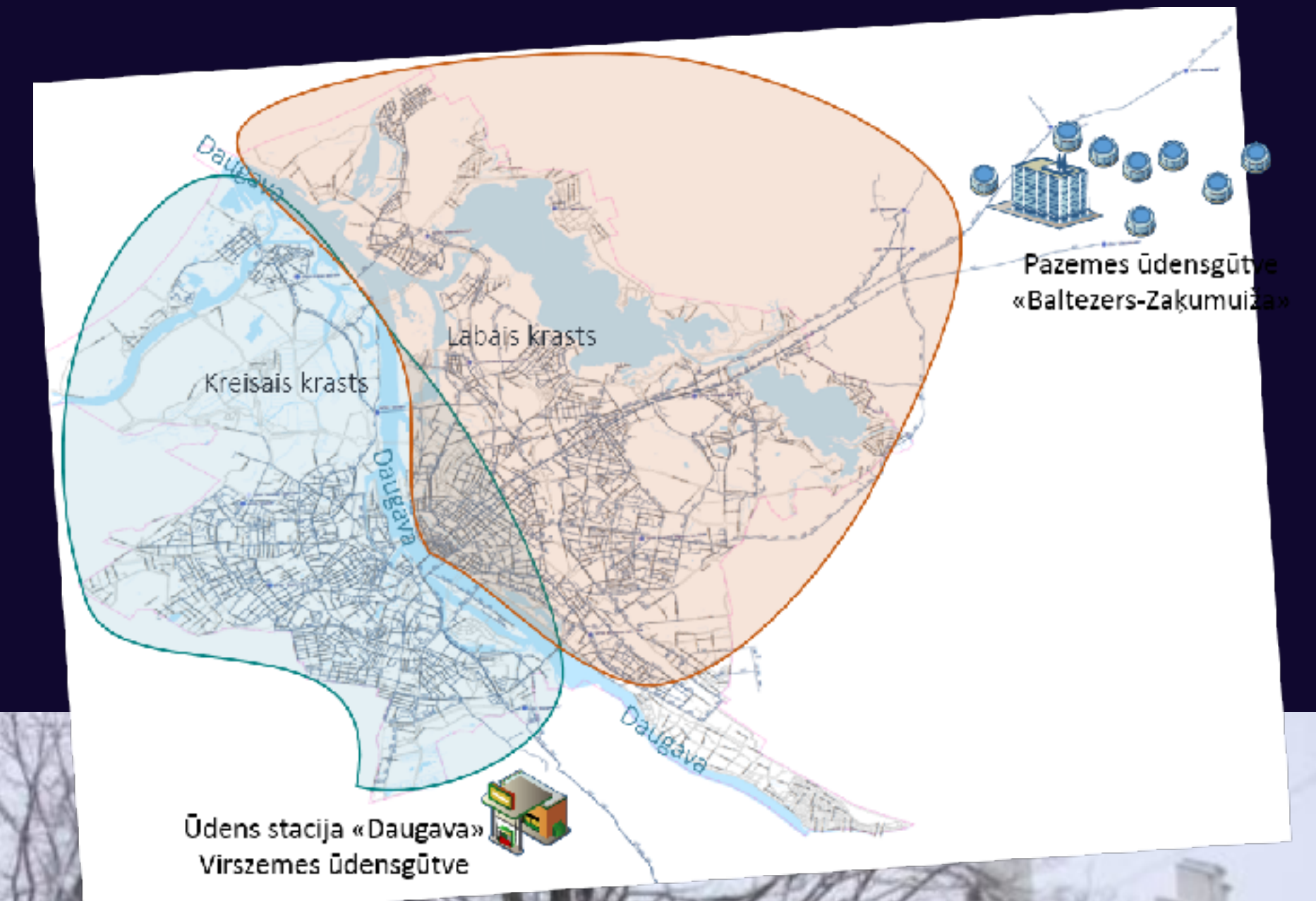




Case study from largest utility company in Riga (Latvia) serving more than 600k clients.

Company deployed "PitchPatterns" solution **on-premises** to automate call quality control and improve conversion rates for connecting new clients to the public water network.

With "Eldigen" we are also automating e-mail communication and document validation.



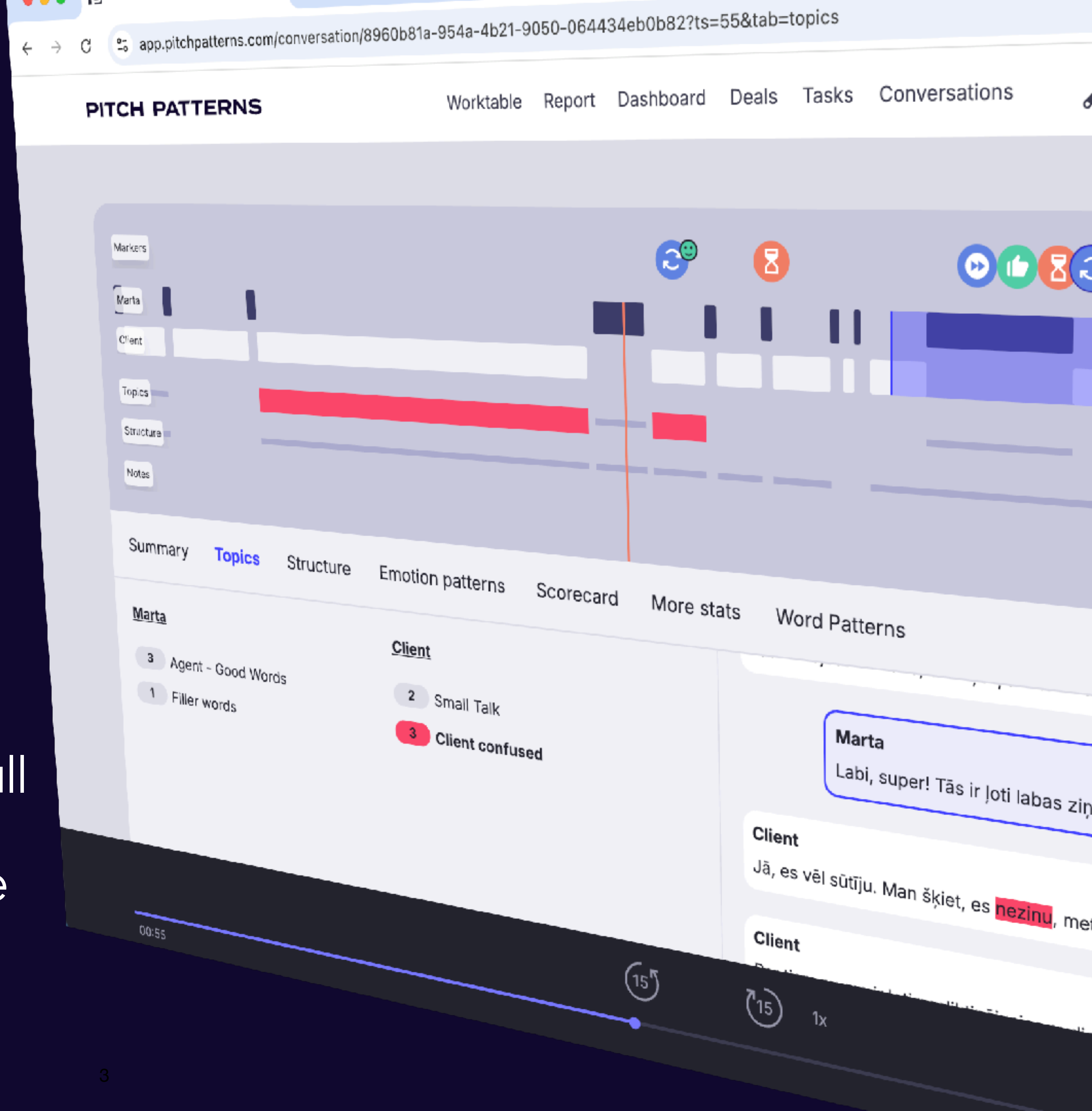


Call duration shortened by at least 20%,

Improved quality of information obtained from calls, reducing the number of dissatisfied students by at least 50%.

Automatically fills CRM after the call

**Saves 40 hours/month** on call time and quality control





The outgoing robocall solution to for debt collection, information dissemination, surveys.

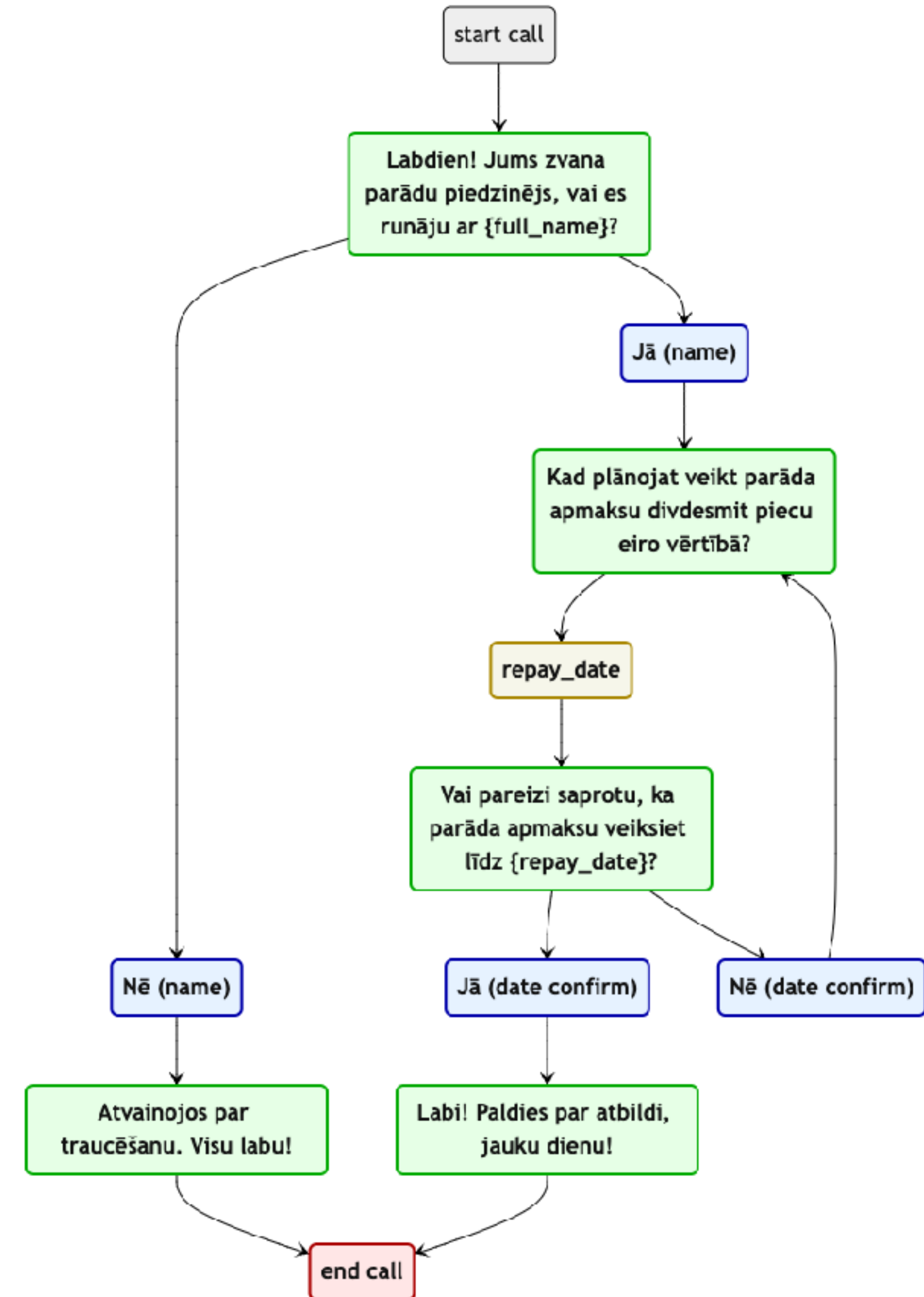
Automatically detects the conversation topic statistics from a high-quality transcript in Latvian, Estonian, Lithuanian, Russian, English, and German languages (Baltic languages error CER 10%)

Replace a full-time call operator's job at up to **160 hours/month.**

### Debt Demo Script

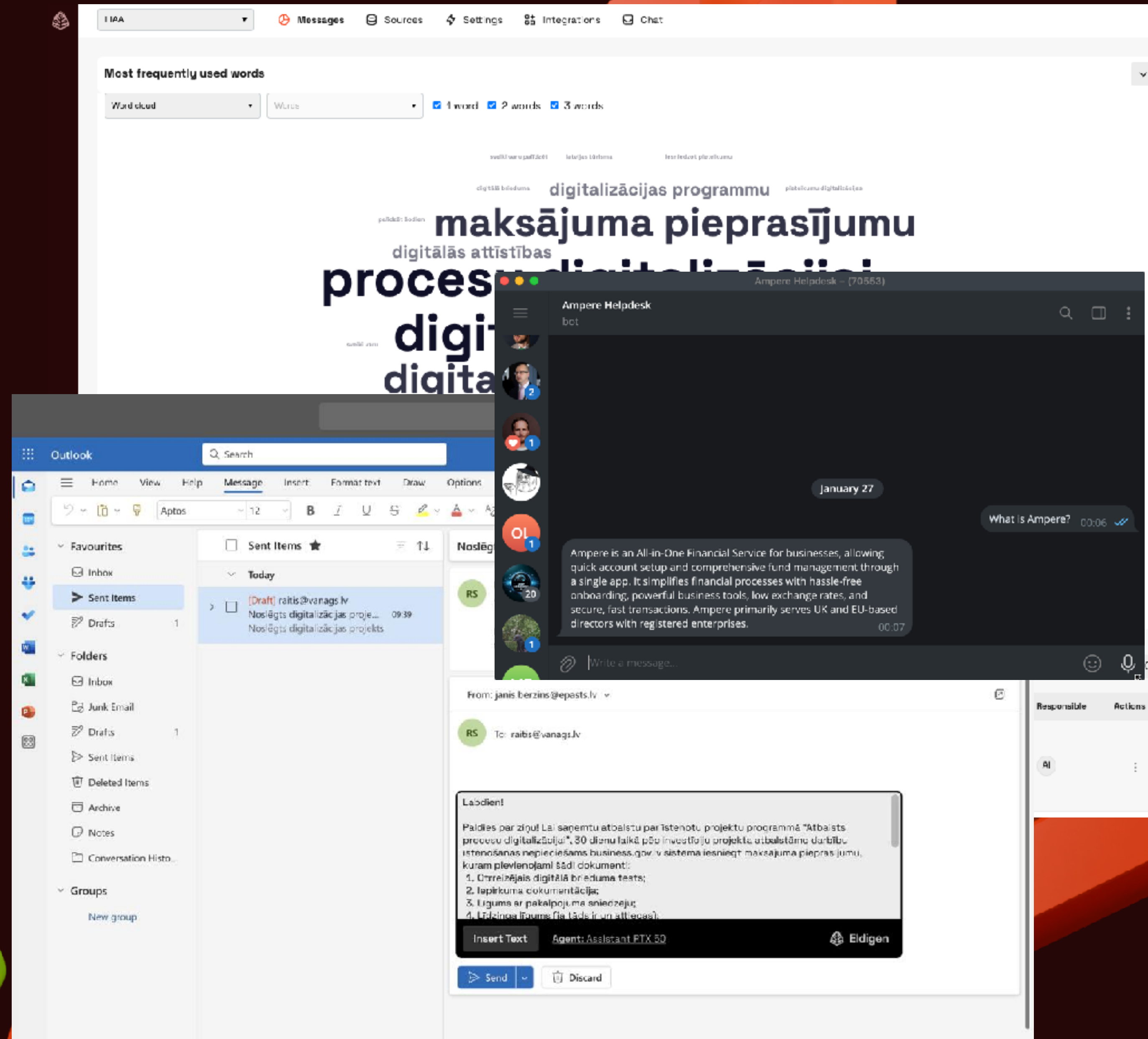
Type: Outbound Language: Latvian

+ Add Step Save Script



Omni-channel automated communication  
Email, Telegram,  
WhatsApp,  
custom integrations (Jira, Zendesk)

Monthly 3000 messages,  
up to 30% automation and  
savings of **40 hours/month**  
in administration and  
customer service costs



# Document validation system

Automate up to 50% of the work in procurement, offers, HR documents.

Savings per process up to **40 hours/month**.

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?

Failed | **Passed**

Questions

No	Field Name	Field Type
1	Vai uzņēmumā ir mazāk nekā 50 darbinieku?	Yes/No
2	Vai uzņēmuma gada apgrozījums nepārsniedz 10 miljonus eiro?	Yes/No

Document Checker | Submissions | Checklists | Documents | Integrations

### Submissions

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

+ Upload Files | Search | Checklists | Status | Filter

No	Name	Type	Checklist	Progress	Status	Date	Action
1	Business Plan 2025	Form	Business Grant, Business Risks, Cra...	100%	Qualified	12-02-2024 / 12:39	
2	Q1 financial report	Form	Business Grant, Business Risks, Cra...	100%	Disqualified	11-02-2024 / 18:05	
3	Project X	Files	Business Grant	70%	Processing	10-02-2024 / 22:59	
4	Business Plan 2025 - A	Form	Business Grant, Business Risks, Cra...	100%	Qualified	10-02-2024 / 22:59	
5	Business Plan 2025 - B	Form	Business Grant, Business Risks, Cra...	100%	Qualified	10-02-2024 / 22:59	
6	Business Plan 2025 - C	Form	Business Grant, Business Risks, Cra...	100%	Qualified	10-02-2024 / 22:59	
7	Business Plan 2025 - D	Form	Business Grant, Business Risks, Cra...	100%	Disqualified	10-02-2024 / 22:59	

10 | Ieraksti lapā | 1 | no 1 lapām

Automated training and testing platform.

Automatically prepares training materials and assesses knowledge for standard training programs, such as workplace safety, customer service, etc.

Saves up to **20 hours/month** on preparing one training session and evaluating an employee.

