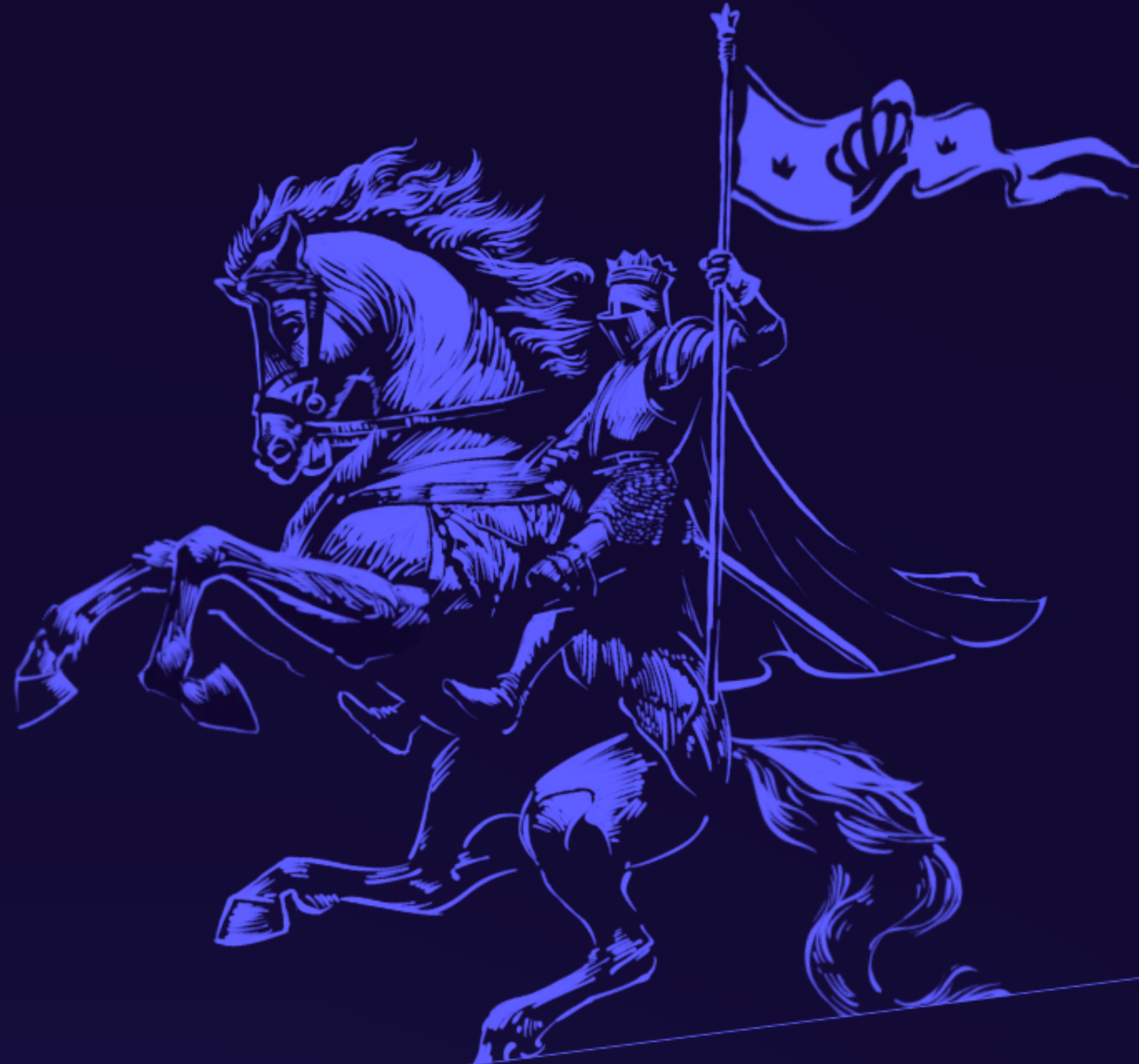PITCH
PATTERNS

# 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.

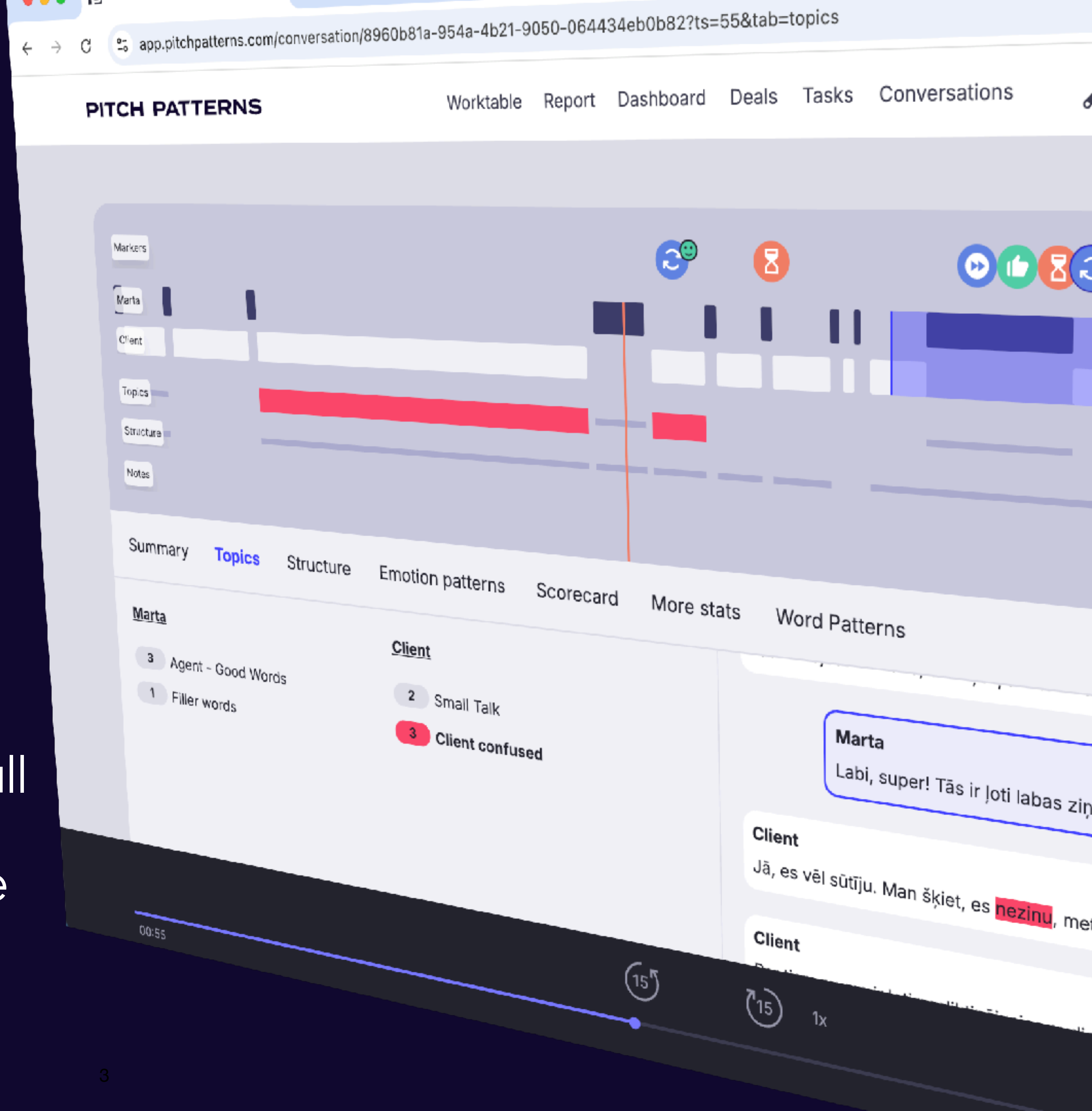With "Eldigen" we are also automating e-mail communication and document validation.
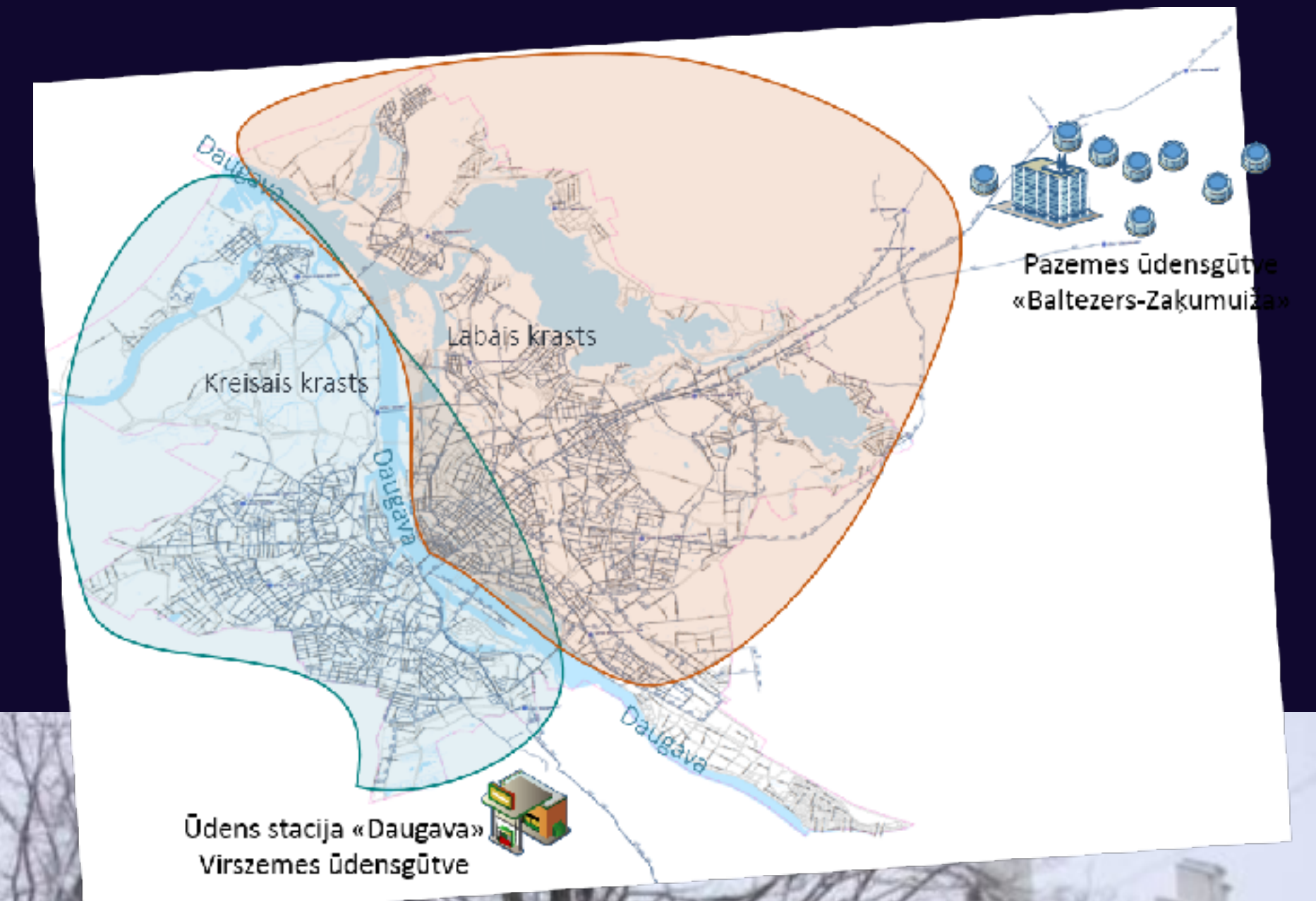
Call duration shortened
by at least 20%,

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
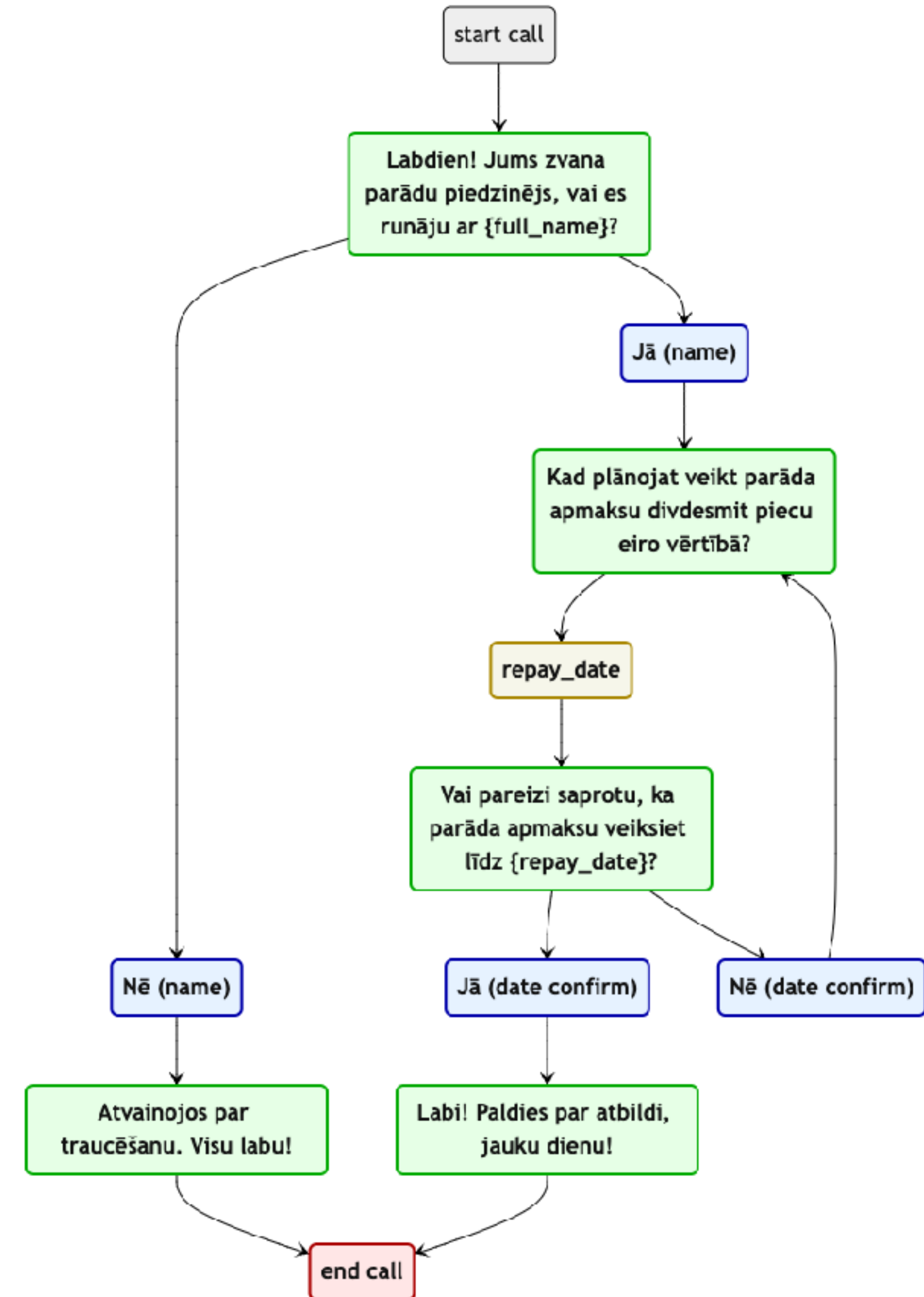for debt collection, information
dissemination, surveys.

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
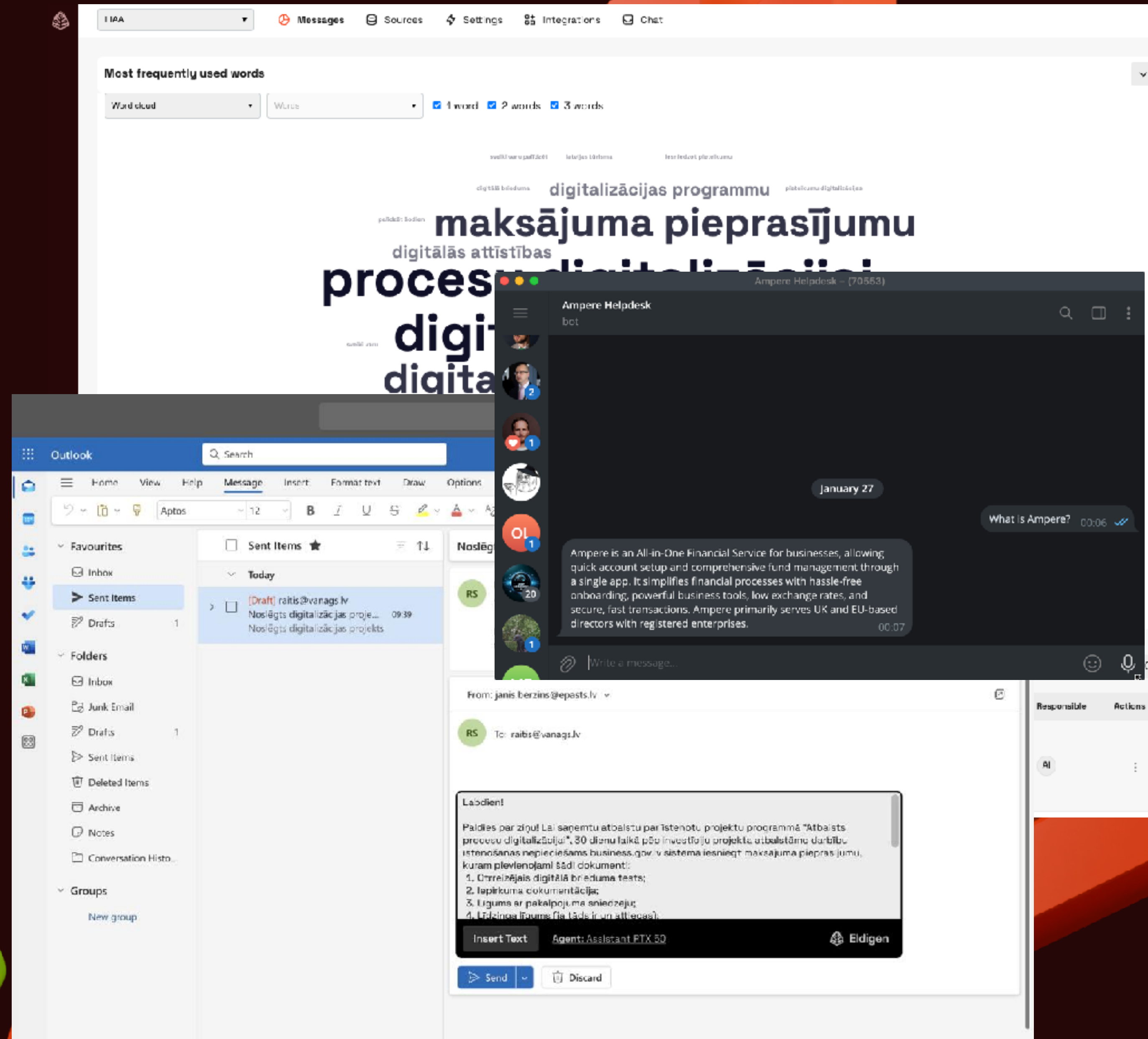call operator's job at up to
160 hours/**month**.

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

Eldigen

Document validation system

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

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

Eldigen

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.

Eldigen