asya

NextGen contact centre

Solution

PITCH PATTERNS

Eldigen

Monitoring of communication

Automation of voice

Automations for text, e-mail, chats, documents

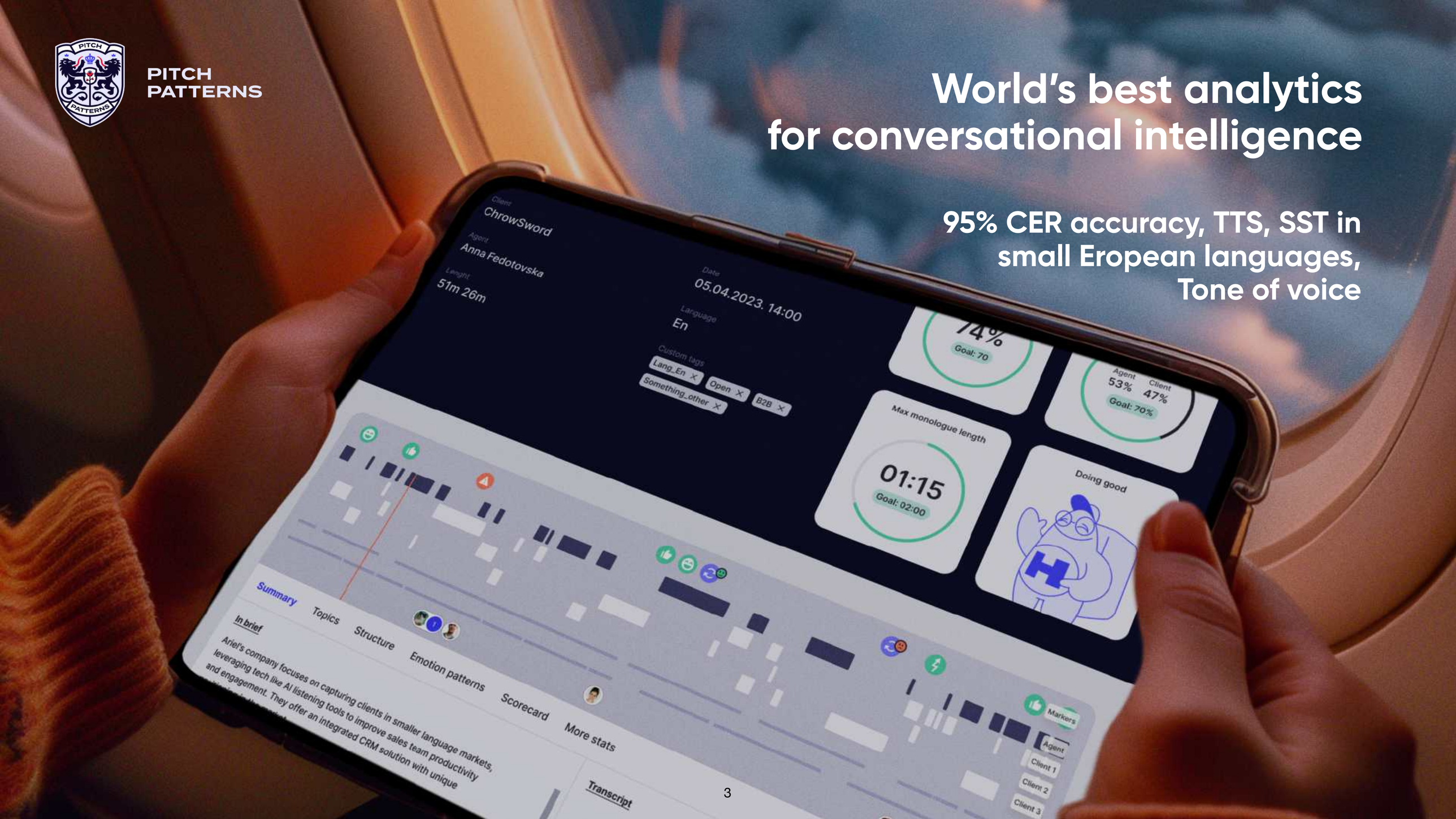
NextGen Contact Center

On-Cloud or On-Premises

PITCH PATTERNS

World's best analytics for conversational intelligence

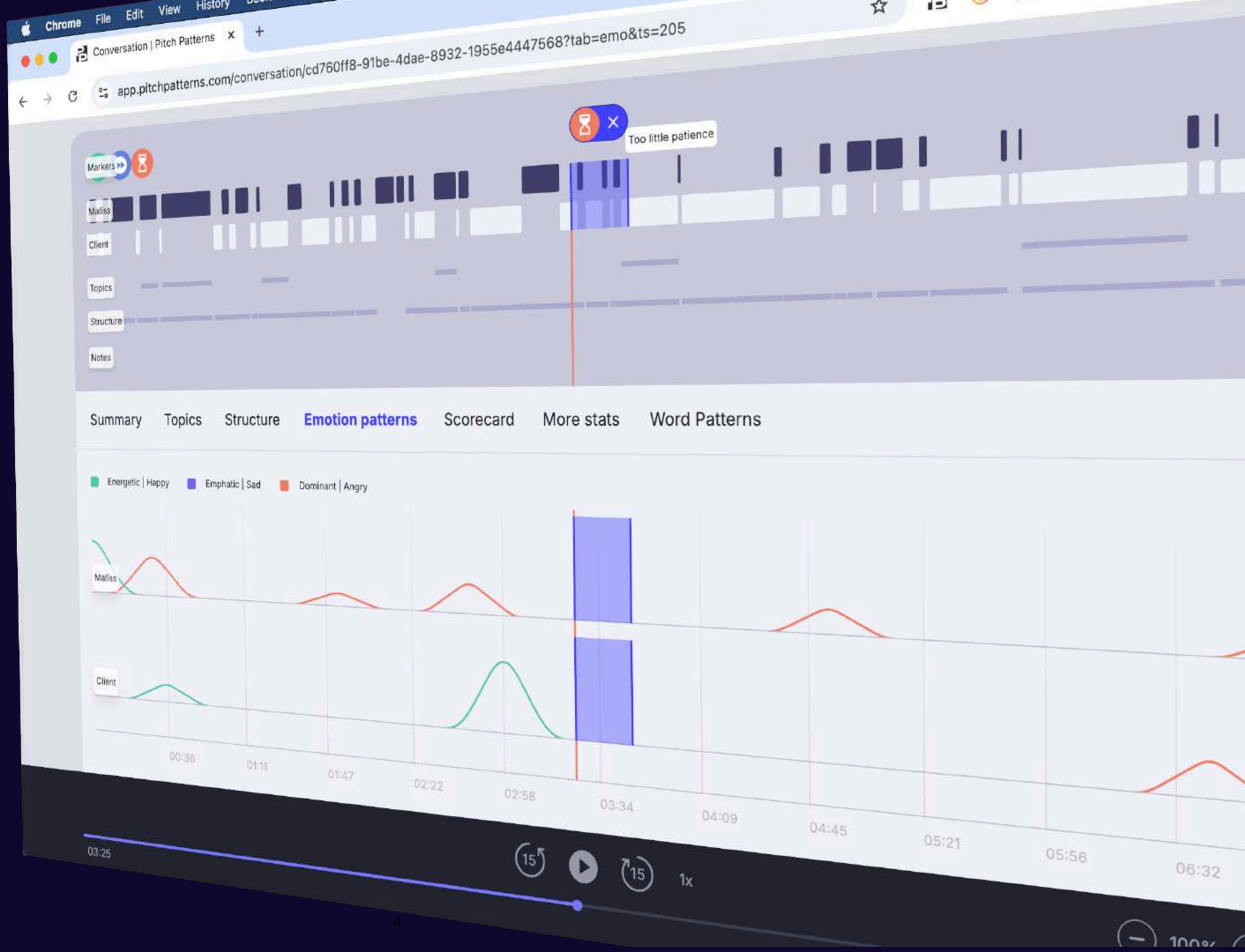
95% CER accuracy, TTS, SST in small Eropean languages, Tone of voice



PITCH PATTERNS

Soft-Skills Tracking

Analyzes tone and sentiment.



PITCH PATTERNS

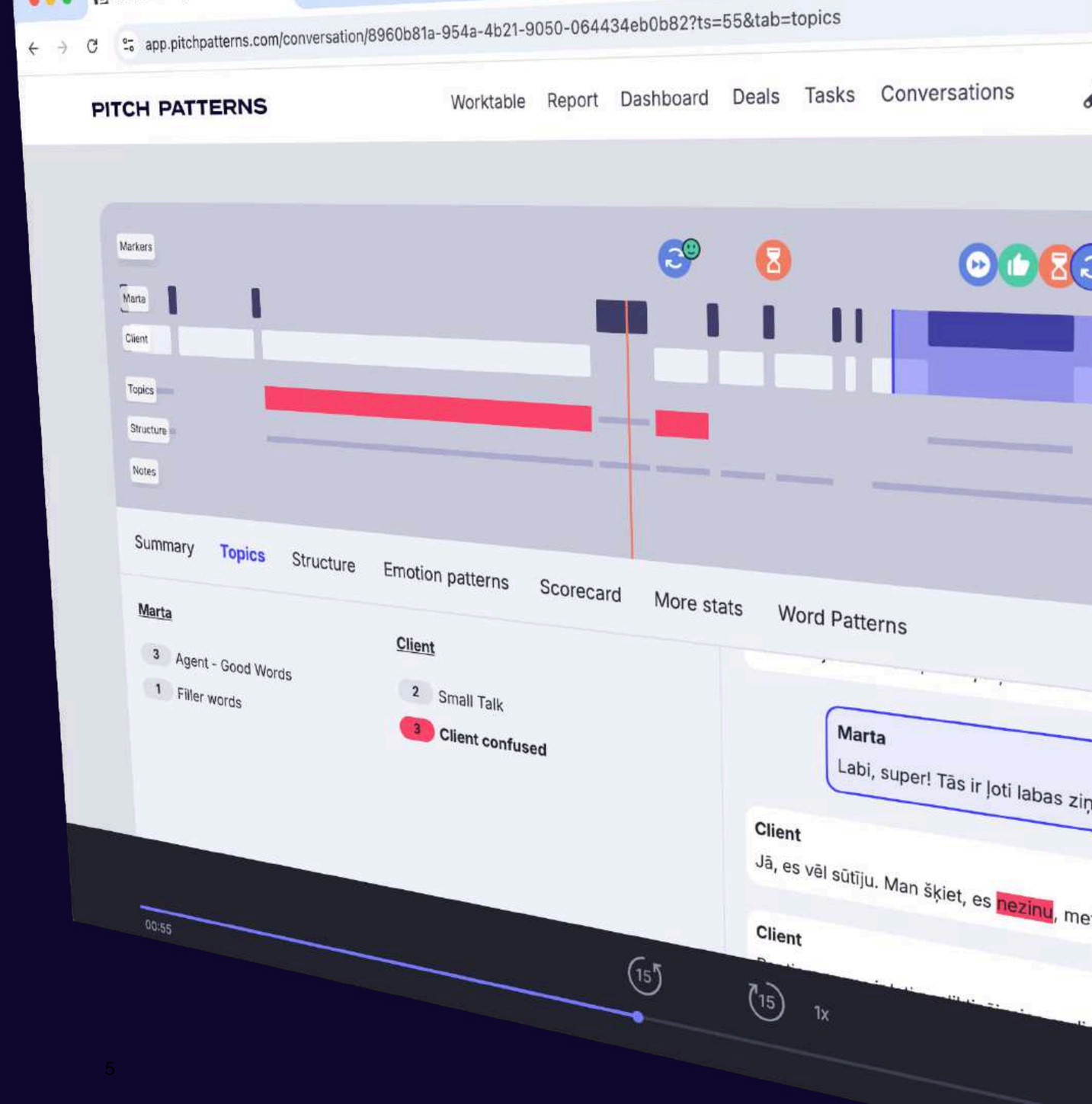
Hard-Skills Tracking

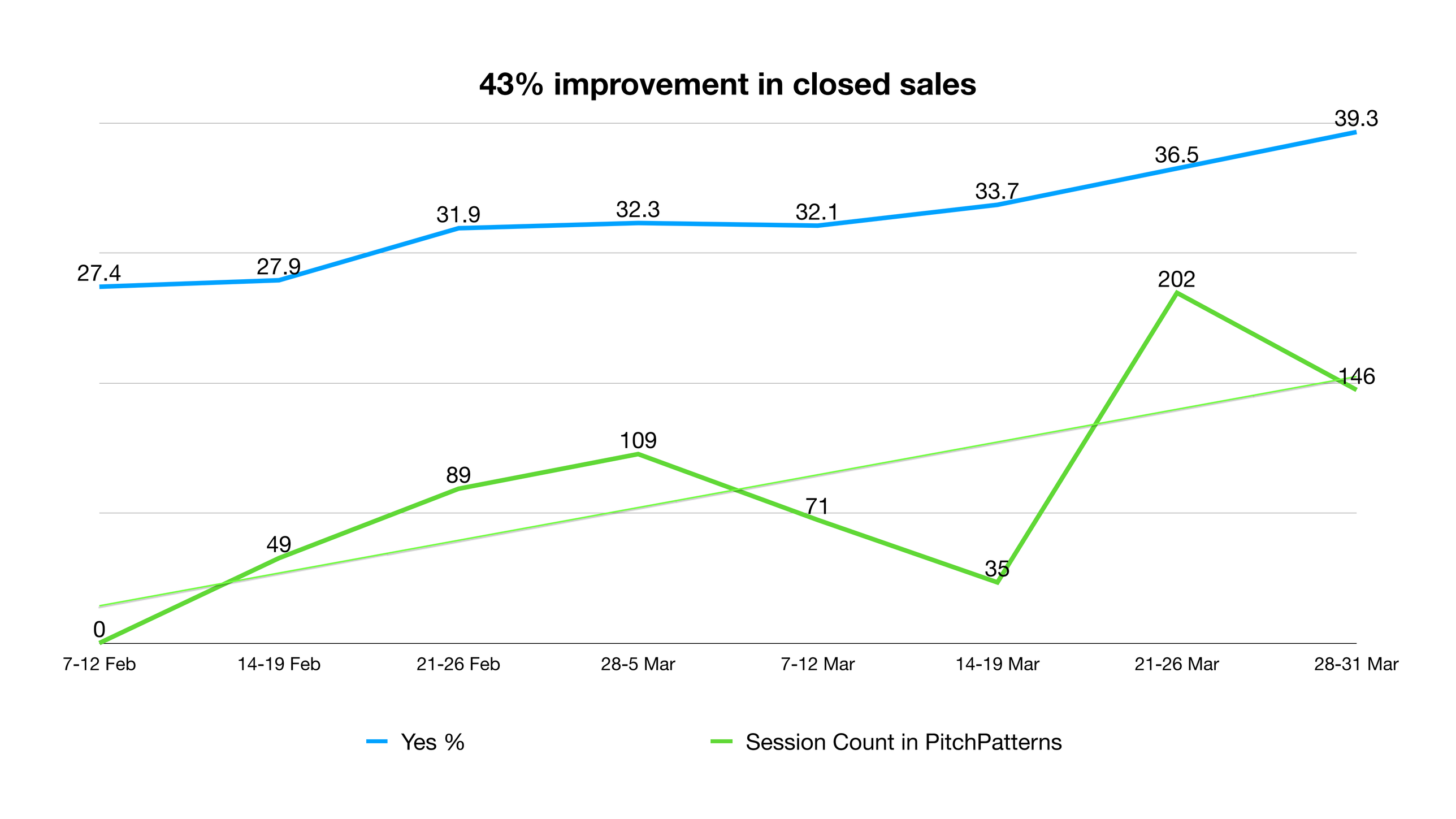
Call duration shortened by at least **20%**

Reducing the number of dissatisfied clients by at least **50%**.

Automatically fills CRM after the call.

Savings of **40 hours**/**month** on call time and quality control.




43% improvement in closed sales
39.3
36.5
33.7
32.1
32.3
31.9
27.9
27.4
202
146
109
89
71
49
35
0
7-12 Feb
14-19 Feb
21-26 Feb
28-5 Mar
7-12 Mar
14-19 Mar
21-26 Mar
28-31 Mar
Yes %
Session Count in PitchPatterns

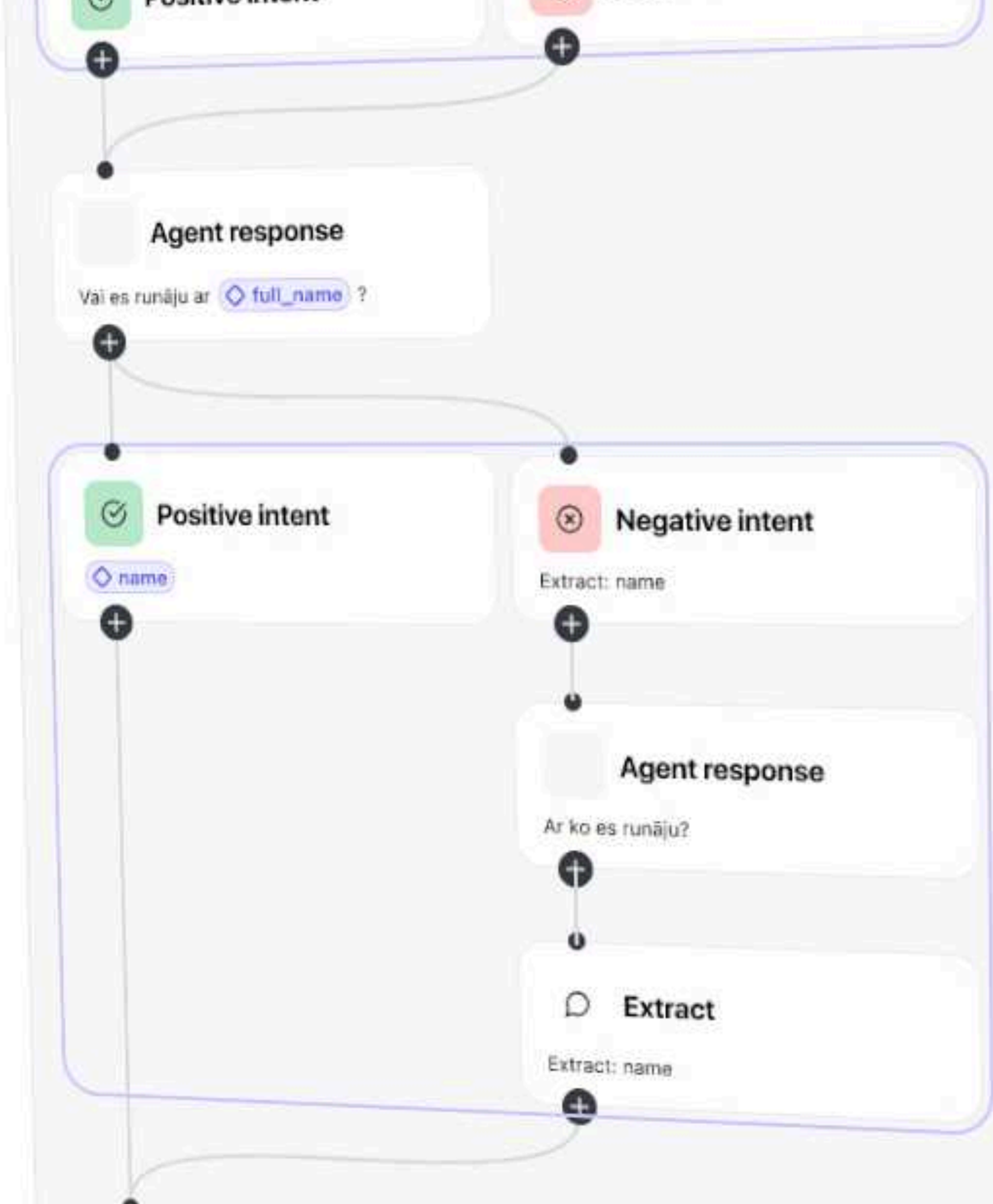
PITCH PATTERNS
LEADERBOARD
Points for today
1 ▲ +1 Jānis Ezeriņš 1019 912
2 ▼ -3 Una Pārdaugaviete 900 925
3 ▲ +1 Helmuts Jānis Laipotājs 875 900
4 ▲ +1 Rēzija Bedrīte 820 820
5 ▼ -1 Laima Oga 740 720
6 ▼ -2 Ritvars Liepnieks 710 0
7 – Kristīne Kārkliņa 695 725
8 ▲ +1 Raivis Dzintariņš 600 580
Silver
9 – Renāte Kalniņa 520 710
ACTIVITIES
In the last 5 minutes
Dāvis
Deal atjaunots ar piezīmi
31.03.2023
10
James
Steped 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
Steped up from position 2 to 1
31.03.2023
Dāvis
Call to Lego (didn't record)
31.03.2023
200
Industry leading motivation system
LIVE

PITCH PATTERNS

Intelligent Robocalls

Outgoing robocall for lead qualifications, debt collection, appointments, etc.

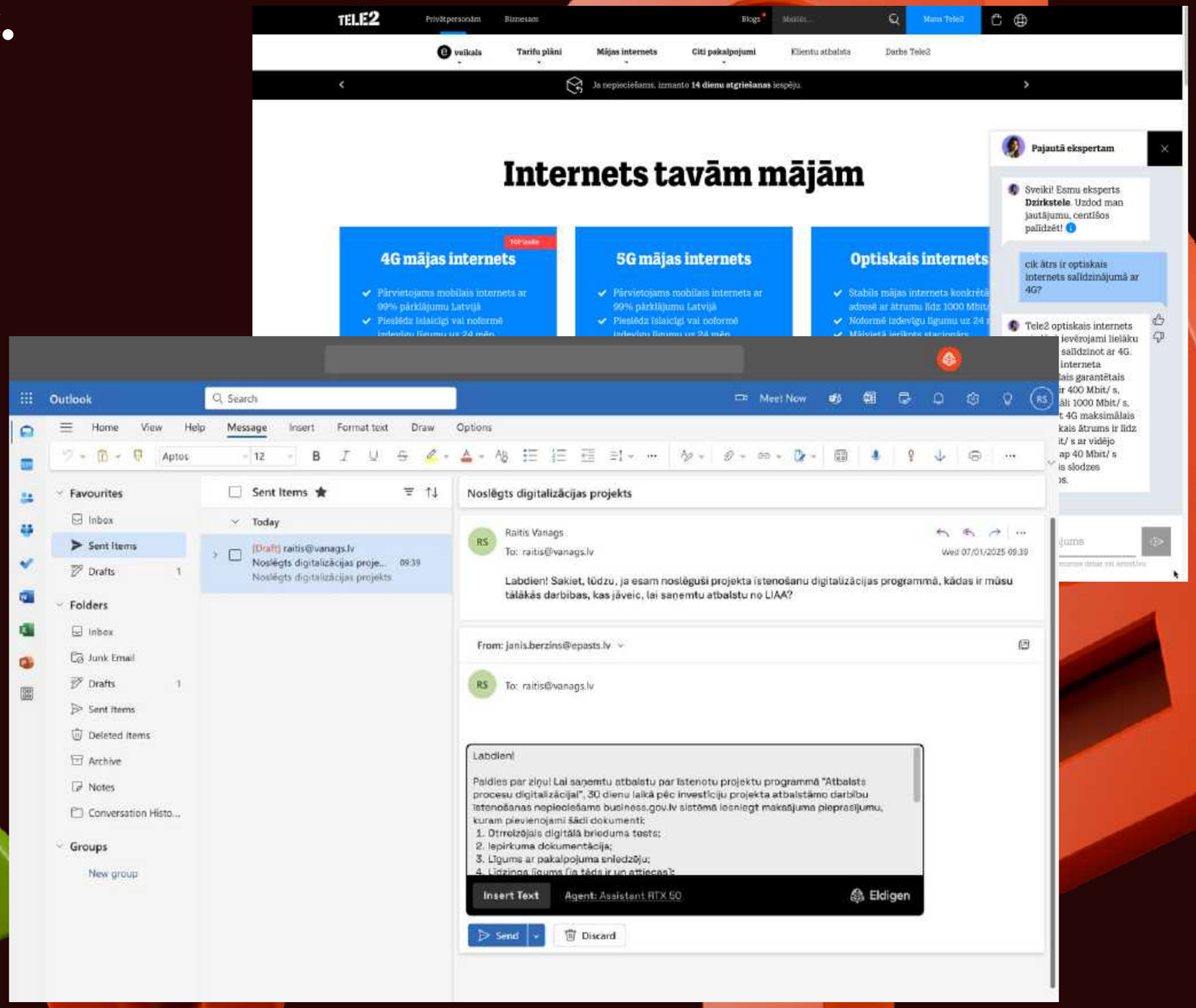
Can replace a full-time call operator's job of **160 hours**/ **month**



Automated Omni-channel Email, Telegram, WhatsApp, Jira, Zendesk, etc.

In a typical month,
30 % of 3,000 messages
are automated,
saving 40 hours per month.

During peak periods,
automating
50% of 10,000 messages
saves 80 hours per month.

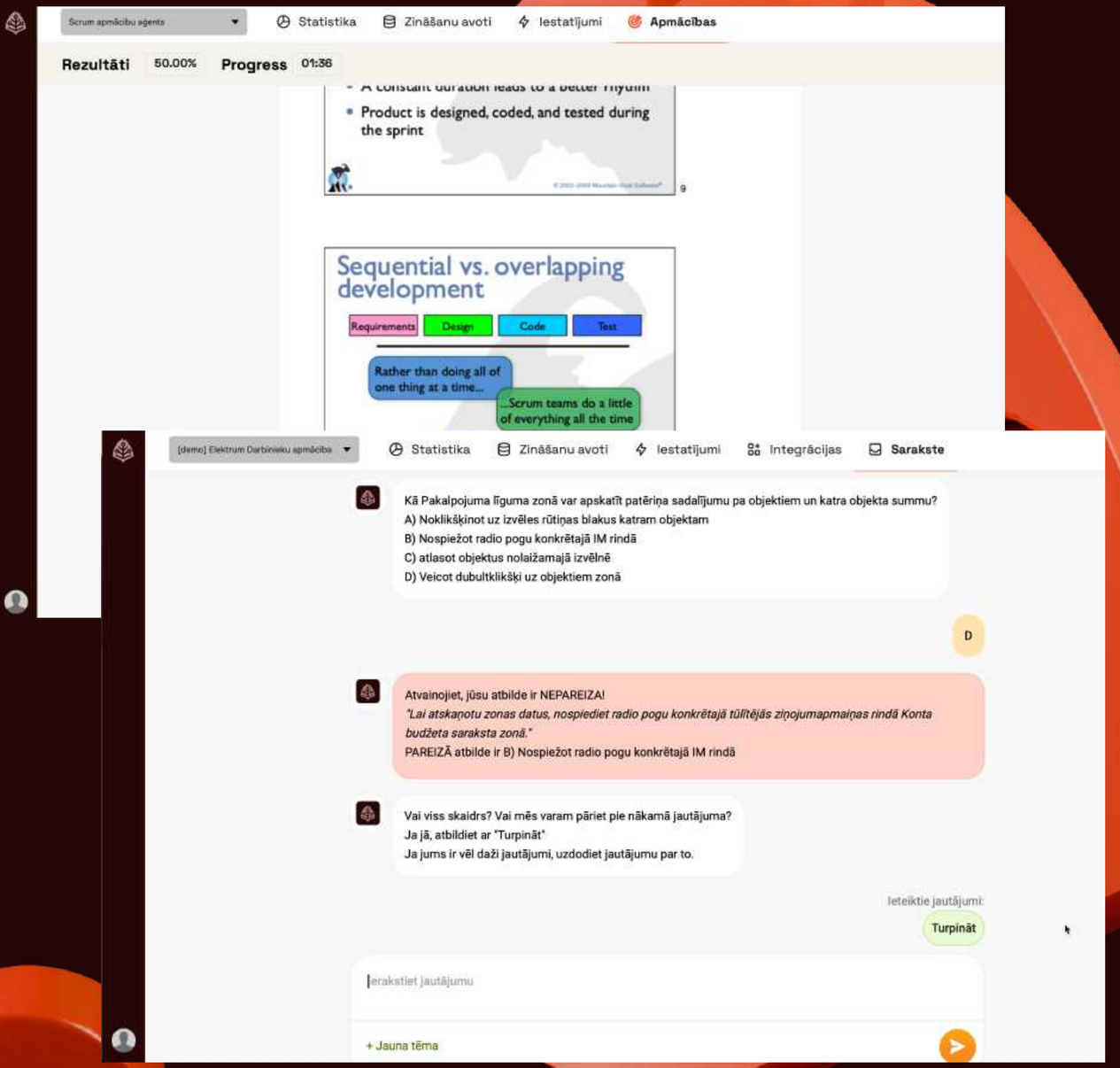


Eldigen

Automated training and testing platform.

Creates training materials and tests for workplace safety and product knowledge.

Saves 20 hours/month for training preparation and **4 hours/month** per employee.

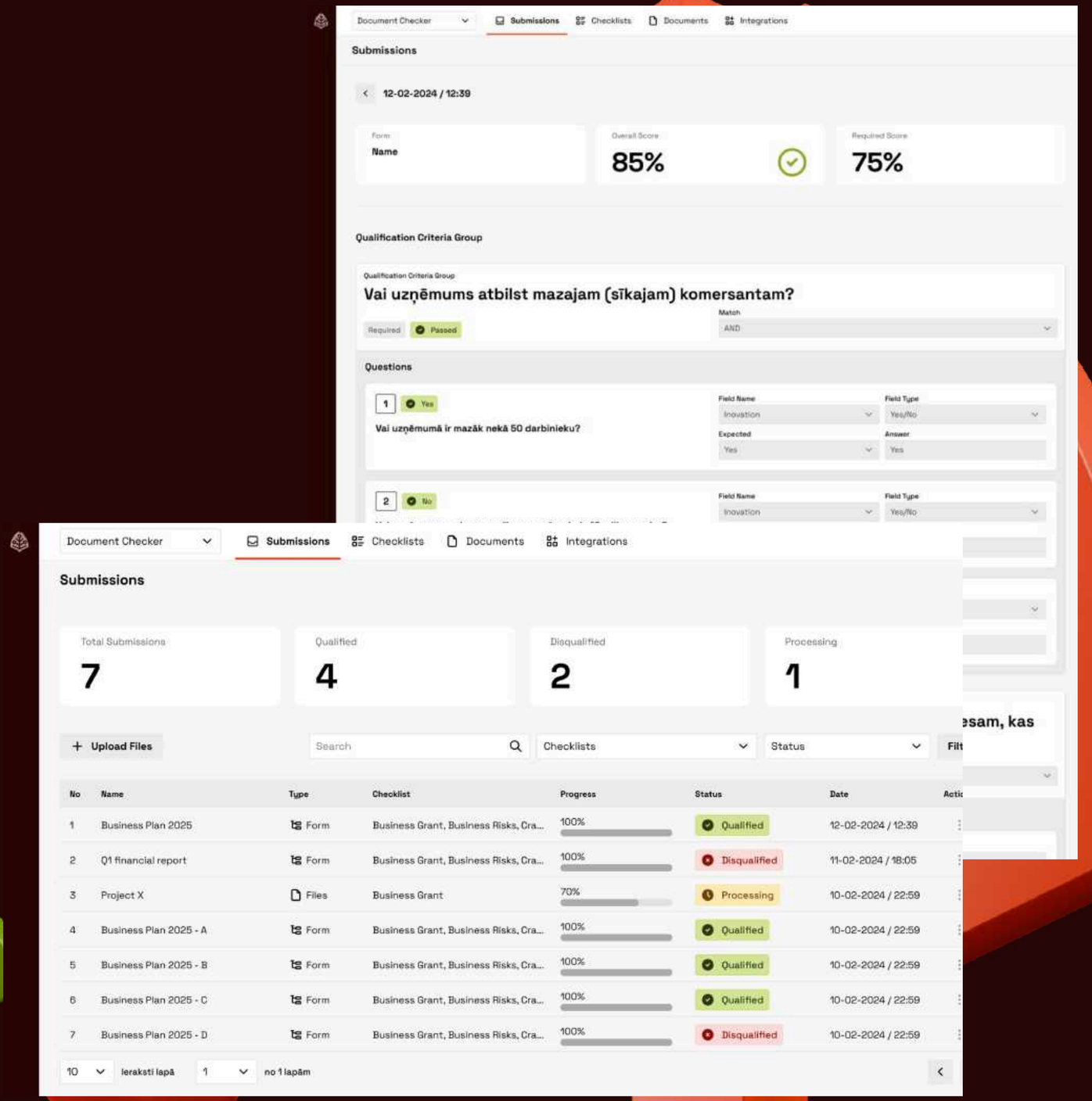


Eldigen

Automated document validation

Automates up to **40%** of verification for procurement, offers, legal documents, and CVs.

Saves 40 hours/month per process.



Eldigen

20+ Enterprise Customers

TELE2

BONO

LVRTC

VERDIKTS
PARTNERIS PARĀDU ATGŪŠANĀ

Latvija.lv

Privātais Mežs

Investment and Development Agency of Latvia

W | valodu vēstniecība

RIETUMU BANKA

BPO SERVICES

Lauto

Ministry of Economics Republic of Latvia

AVER real estate

TWINO

tet

4 FINANCE

1862
RIGA TECHNICAL UNIVERSITY

24 HR LOCKSMITH

DEALITA

CSDD

ChromSword

poli klinika

RĪGAS ŪDENS

Team

Headcount: 30
Average age: 25
Scientific publications: 20

Subscription + customization

PITCH PATTERNS

Call centre quality control starting
500 USD/mon

Robot caller agent starting
500 USD/mon

Eldigen

Text automations starting from
500 USD/mon

Customizations
75 USD/hour

asya

More info

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Youtube "AI Ranch" podcast