Reps Mate

empowering contact centers

Workforce & Business Intelligence to drive Business Improvement

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Omni Channel

- Cloud
- Hybrid
- On-prem

Advanced Reporting

Real-time & historical visual reports & dashboards from any data source.
Self-service, automated data collection and centralized. You can quickly generate reports and insights to answer important questions about your business.

Analytics & workforce management

Speech to Text Transcriptions, Text Analytics, Speech Analytics, Emotions Analysis, and Predictive Analytics (auto scoring). Everything you need to deploy, manage and monitor your workforce.

Advanced Predictive Algorithms

The most advanced predictive algorithms for forecasting and predicting customer behavior, trends, and outcomes. Generate meaningful insights to make better decisions for your business.

Quality management

Auto-evaluate all of your operations in real-time, monitor customer service quality, and identify areas of improvement. Use powerful analytics to gain insights into how your agents are performing and how to optimize operations to ensure customer satisfaction.

Compliance Management

Monitor 100% of customer interactions to ensure compliance with industry regulations. Automatically alert compliance teams of any violations and track necessary actions taken and receive insights into how your operations measure up against industry standards.

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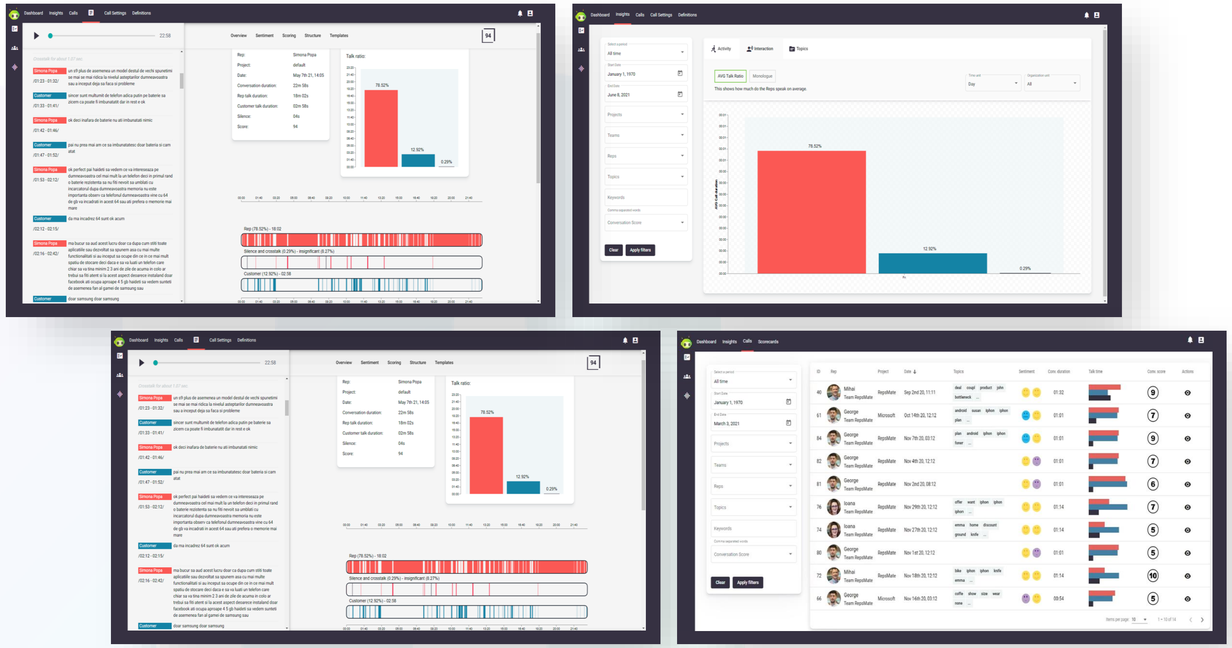
RepsMate saves 80% of QA costs and identifies 100% missed sales opportunities!



COMPLETE OVERVIEW

Analyzes 100% of conversations and helps managers evaluate 9x faster. Saves up to 80% of QA costs and ensures 100% of customer complaints are identified while highlighting 100% of missed sales opportunities.

BUSINESS INTELLIGENCE

Identifies agents' improving opportunities and customers' needs by providing real-time reporting on key performance indicators.

ALERTS & NOTIFICATION

Identifies Missed sale opportunities & Non-compliance interactions to prevent fines and potential improvements. Automatically alerts compliance teams of any violations and tracks necessary actions taken.

INCREASE TRUST

Helps managers to deliver high-quality feedback and boosts transparency through customer feedback, employee engagement and sale performance data.

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Manual Quality Assurance

Category Subcategory		Comments	Score
Intro			**25**
	Company Branding	Did not mention the full company name.	5
	Rep Introduction		10
	Issue Inquiry		10
Issue Resolution			**17**
	Personal data		N/A
	Technical issues		N/A
	Complaints		10
	General information		N/A
	Charging		N/A
	Payments	Did not discuss about the payment methods.	7
GDPR			**10**
	GDPR Low-Risk		N/A
	GDPR High-Risk		10
Outro			**10**
	Satisfaction Guarantee	Did not confirm customer satisfaction at all.	0
	Outro Greetings		10
		TOTAL	**62/80**

Low Coverage Volume

Only 3-5% of recorded voice calls are actually analyzed. As a result, 2-4 calls are typically quality checked per agent per month. It begs the question, what if you happen to miss a problem call? What if you checked an agent's worst two calls of the month?

Manual Processes

The QA process is often entirely manual, relying on an individual's manual listening to recorded calls and manually evaluating each one. This process is highly time-consuming, laborious and prone to error.

Subjective Scoring

Analysis is subjective, often relying on individual opinions of what is "good" or "bad". This makes it difficult to get the full picture of how agents perform and who needs improvement.

Quantity of Agent Feedback

With a subset of the total insights, training teams cannot effectively tailor coaching programs relevant to individual agents. As a result, they're compelled to train entire teams on general topics.

Quality of Agent Feedback

Performance standards aren't clear. How can teams effectively improve performance if they can't make data-driven decisions?

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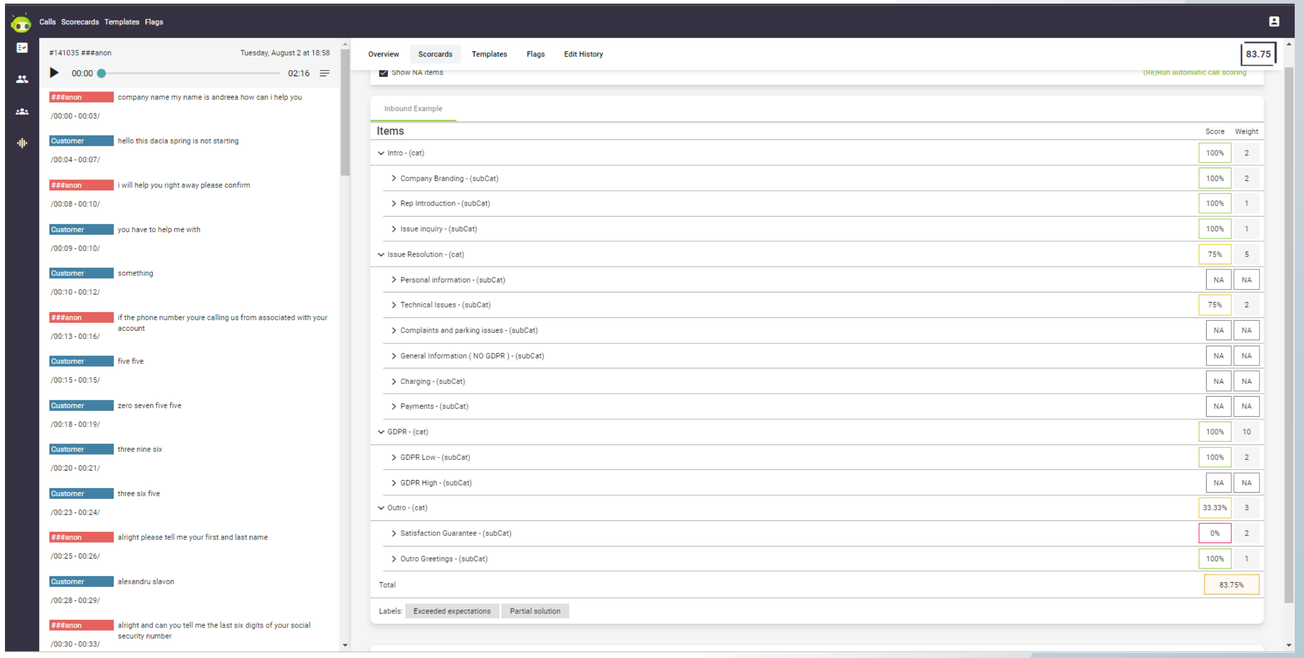
Automated QA - Why Make The Shift?:

Why make the swap to automate your QA? Well, automated QA offers:



Increased Coverage

We help your QA teams to pick the right interactions to evaluate your calls. We eliminate randomness from QA by automatically scoring 100% of your calls.

Objective Evaluation

Evaluations are objective, helping to identify even the slightest trends in performance by agents or channels over time.

Speed and Efficiency

The process is automated and much faster than manual QA, allowing managers to review more interactions in less time. Automation also reduces the need for additional labor costs associated with manual reviews.

Training Gap Analysis

Self-actualizing gap analysis showing which Reps require refresh training to provide the most inclusive Customer Experience and build strong Customer Relationships.

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RepsMate main benefits!

Helps managers to **deliver high-quality feedback**

Saves up to 80% of costs related to monitoring calls

Identifies representatives' **improving opportunities**

Scores 100% of interactions and eliminates random evaluations

Identifies customers needs and preferences to assist business decisions

Helps managers to evaluate 9x faster

Identifies customer complaints before they go to authorities

Identifies Non-Compliance interactions to prevent complaints

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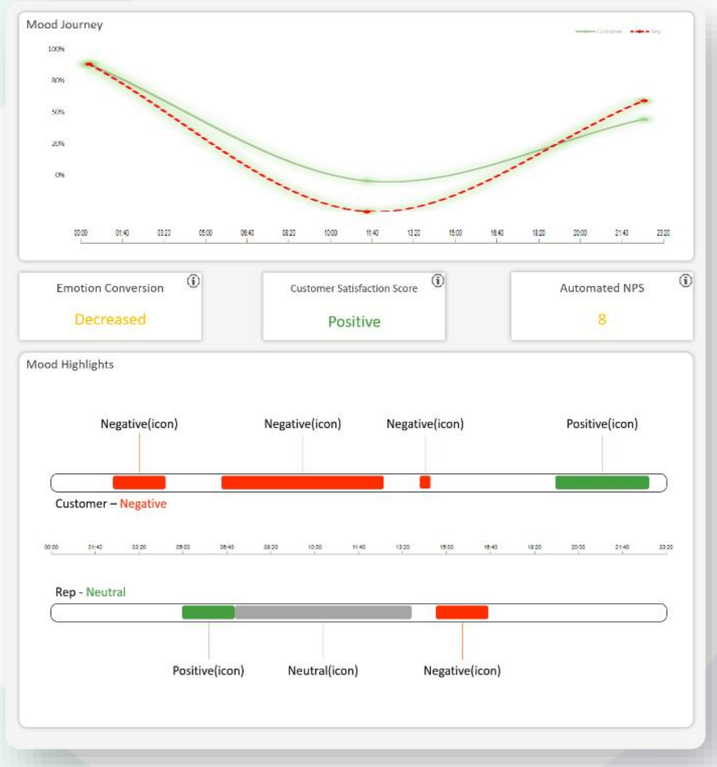
Customer & Agent Interaction



Reporting & Insights

Unlock the Value of your Data – Speech is an untapped Gold Mine! Detect how your customer's are feeling and what they need. Get powerful insights into customer experience, agent performance and company trends.

What is Dark Data?

The term "dark data" refers to information that organizations collect during their daily operations but do not currently exploit. Through artificial intelligence, this data can be processed and analyzed. Most organizations have vast amounts of dark data – this valuable resource can be exploited to enhance business operations and representatives' efficiency.

Information at a Glance

Access real-time insights and get an overview of your customer and agent performance. Monitor KPIs, track trends, assess feedback, review interactions, compare teams and more in one single report..

Spot Trends

Identify patterns, trends and anomalies in customer behavior and agent performance. Use this data to understand challenges, measure success and make more informed decisions.

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Tracking & improving KPIs

Reduced Organizational Expenses

- ✓ Reduced interaction costs and increased first call resolutions by addressing customer needs effectively;
- ✓ Increased productivity using data-driven insights;
- ✓ Minimized regulatory fines and penalties by monitoring required disclosures, accordingly to industry standards;
- ✓ Lowered employee turnover due to increased job satisfaction;
- ✓ Decreased recruitment expenses due to reduced attrition;
- ✓ Decreased lost opportunities by real-time guidance for agents.

Enhanced Team Productivity

- ✓ Targeted, personalized training for agent skill enhancement
- ✓ Efficient call guidance to maximize agent effectiveness
- ✓ Boosted KPI achievement, driving agent satisfaction and business growth
- ✓ Strengthened agent loyalty and contentment through goal-oriented gamification
- ✓ Improved agent performance via incentive-based rewards
- ✓ Easy implementation of best practices within the organization

Increased Growth Opportunities

- ✓ Improved Net Promoter Score and customer satisfaction
- ✓ Increased customer trust and retention for repeat business
- ✓ Enhanced conversion rates for increased revenue
- ✓ New Revenue Opportunities and Upselling Potential
- ✓ Consistent adoption of brand standards for improved brand image

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Our mission
is to streamline the interaction between representatives and customers in order to increase performance, satisfaction, and to reduce the overall operational costs.

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Thank you!

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