

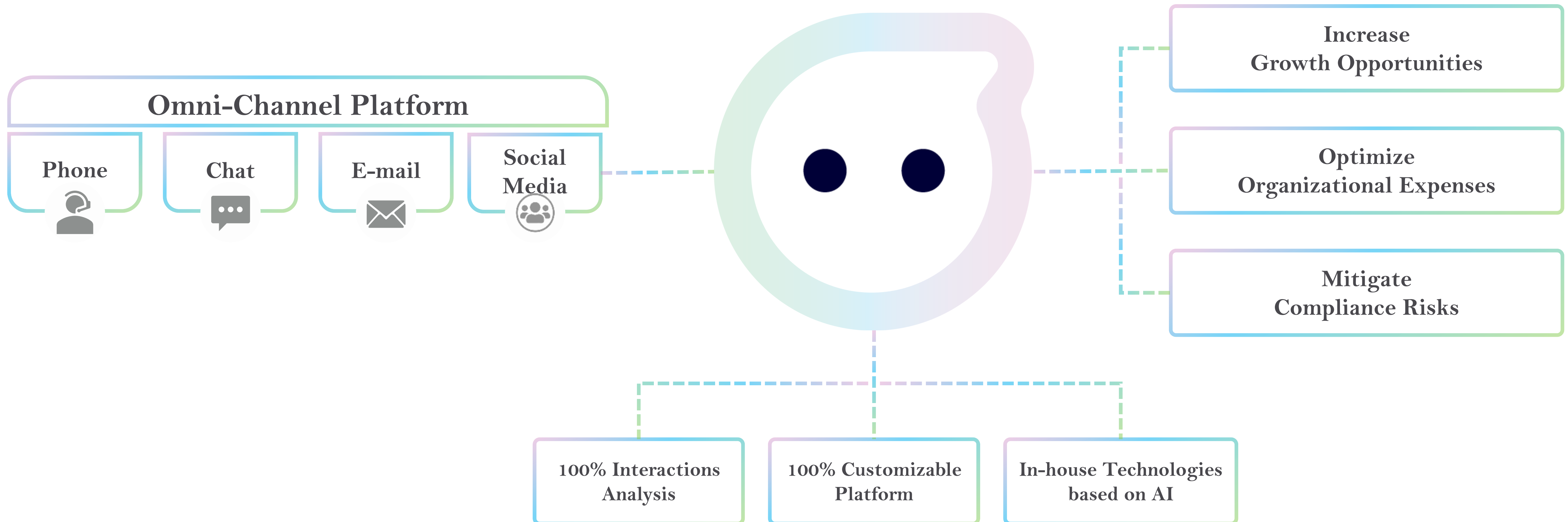


**Revolutionizing Contact Centers, One
Customer Interaction at a Time!**



What RepsMate does:

It analyzes and evaluates 100% of interactions to identify actionable insights!





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.

Manual Quality Assurance

Category	Comments	Score
Subcategory		
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?



Automated QA - Why Make The Shift?:

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

The screenshot displays the Reps Mate interface. On the left, a call transcript shows a conversation between a customer and an agent. On the right, a QA scorecard is visible, showing a total score of 83.75%. The scorecard is divided into several categories, each with a score and a weight. The categories and their scores are:

Category	Score	Weight
Intro - (cat)	100%	2
Company Branding - (subCat)	100%	2
Rep Introduction - (subCat)	100%	1
Issue Inquiry - (subCat)	100%	1
Issue Resolution - (cat)	75%	5
Personal information - (subCat)	NA	NA
Technical Issues - (subCat)	75%	2
Complaints and parking issues - (subCat)	NA	NA
General Information (NO GDPR) - (subCat)	NA	NA
Charging - (subCat)	NA	NA
Payments - (subCat)	NA	NA
GDPR - (cat)	100%	10
GDPR Low - (subCat)	100%	2
GDPR High - (subCat)	NA	NA
Outro - (cat)	33.33%	3
Satisfaction Guarantee - (subCat)	0%	2
Outro Greetings - (subCat)	100%	1
Total	83.75%	

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.

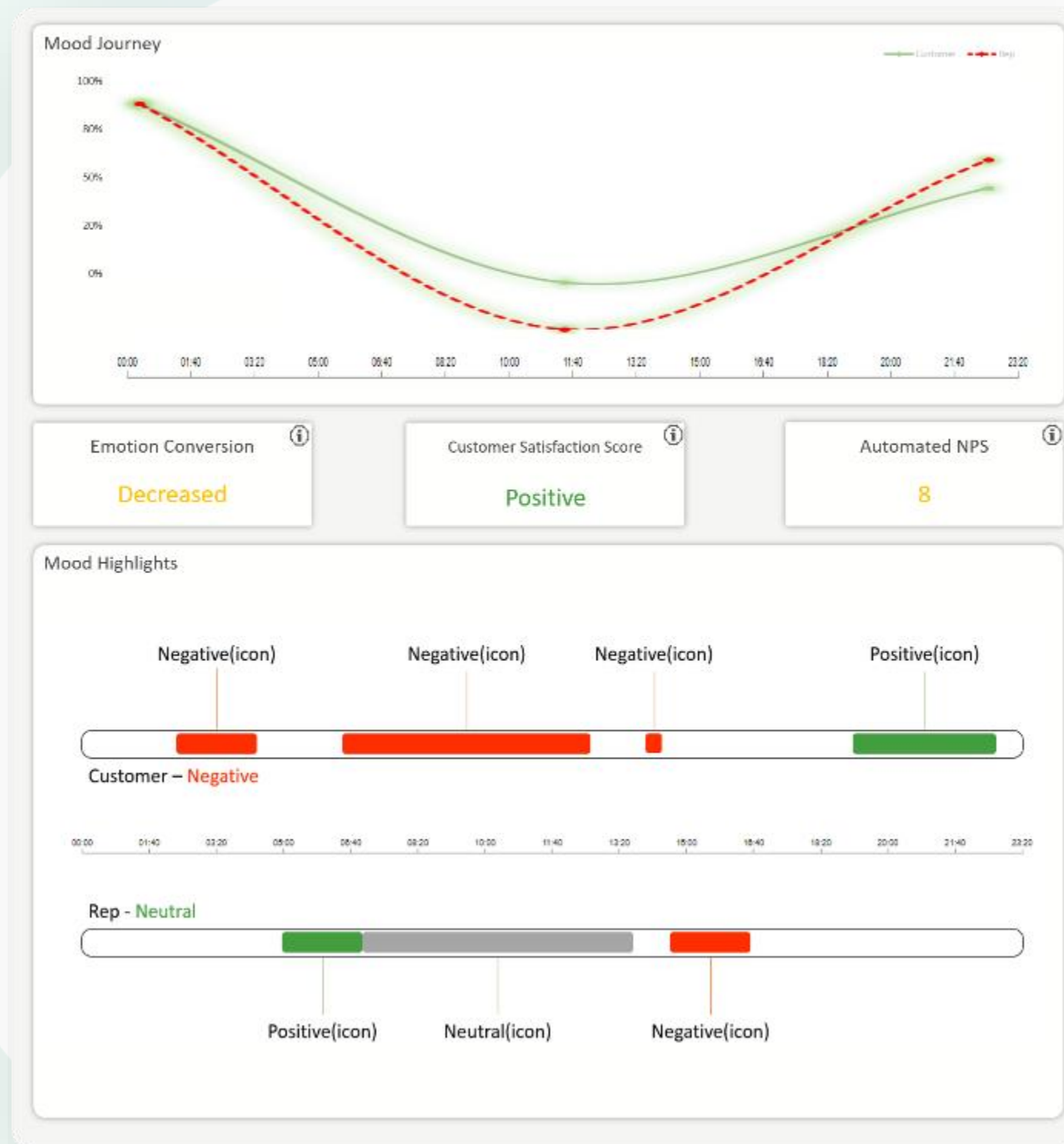
Speed and Efficiency

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.

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.

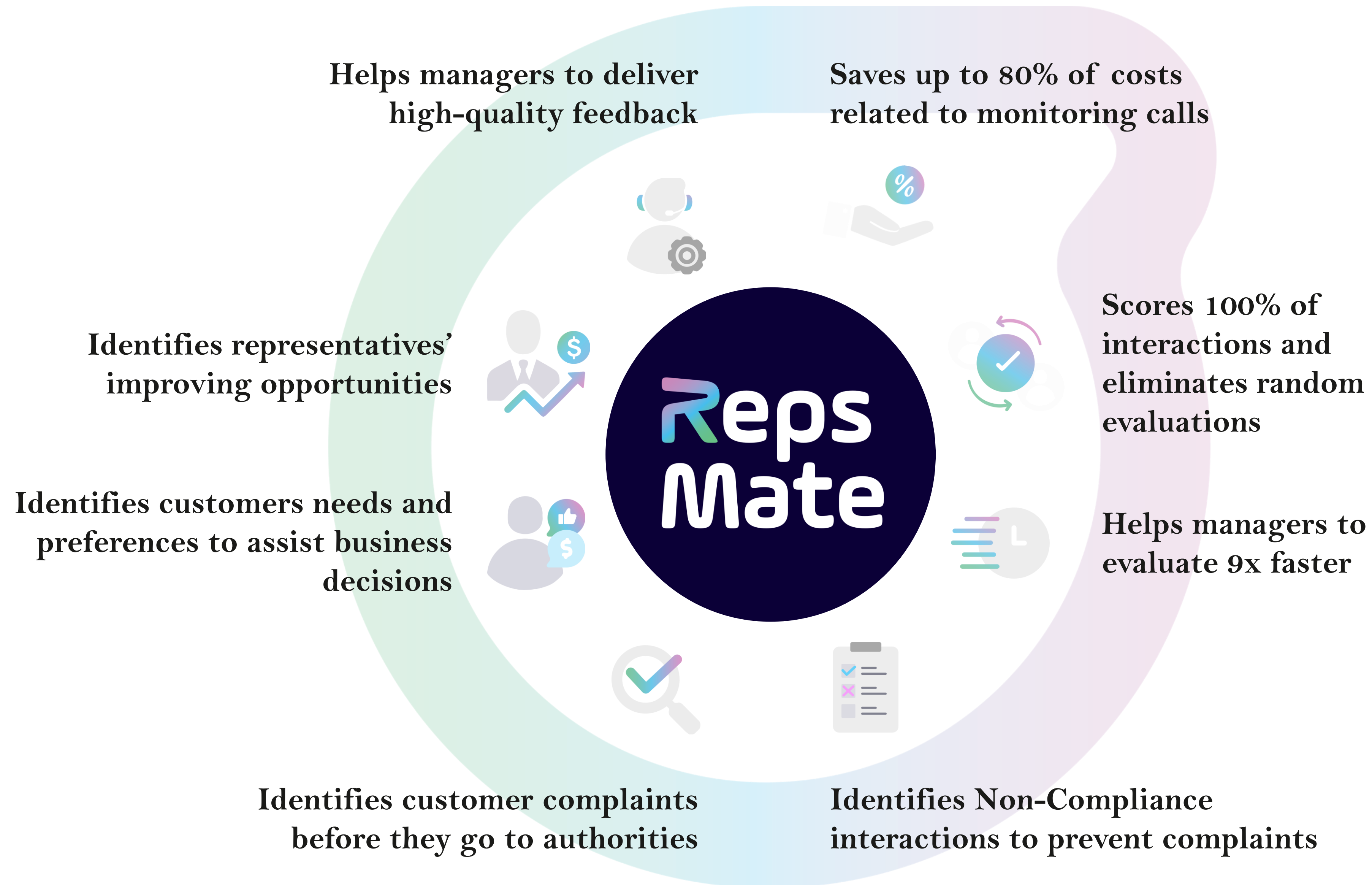
Information at a Glance

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.





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

Customer Care implementation (*retail industry; 500 + FTE's*)

Complaints handling

The automated process of “reading” the customer complaints and **> 93% accuracy** in coding reason classification allowed the Customer Care team to automatically process up to **25% of the interactions with predefined answers**.

Complaints handling

	Before Repsmate solution			After Repsmate solution implemented		
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Incoming volumes e-mails	31,390	24,882	19,891	20,739	23,908	31,649
Top Coding Reasons						
Delivery	10,045	7,465	5,569	5,703	6,694	9,178
Returns	5,022	3,483	2,586	2,800	3,347	4,368
Product info	3,453	2,239	1,731	2,074	2,271	2,722
Warranty and service	2,354	1,742	1,293	1,037	1,363	1,646
Handled by agents	100%	100%	100%	84%	79%	75%
Handled by Repsmate solution				16%	21%	25%

Complaints prevention

“Reading” more than 50K cases per week and flagging the high-risk words allowed the second-level support team to get in contact faster with dissatisfied customers and manage their situation in a personalized manner. **This process led to a reduction of 12.9% in state authority customer complaints.**

Complaints prevention

	Before Repsmate solution			After Repsmate solution			Delta
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	
Incoming volumes chats	188,865	222,237	184,574	244,038	387,692	206,684	
Top Coding Reasons							
Delivery	60,437	66,671	51,681	67,110	108,554	59,938	
Returns	30,218	31,113	23,995	32,945	54,277	28,522	
Product info	20,775	20,001	16,058	24,404	36,831	17,775	
Warranty and service	14,165	15,557	11,997	12,202	22,098	10,748	
State Authority Complaints share from total handled cases	0.18%	0.19%	0.18%	0.16%	0.17%	0.14%	-12.9%

Telesales implementation (telecom industry; +100 FTE's)

Increase sales opportunities

The starting point to increase sales opportunity was to analyze top performing agent's behavior and identifying main actions and later replicate the behavior for the entire team. The key factor in the success was possible as All the KPIs were cascaded from the manager to the agent level (accuracy of script and key sales elements – e.g. renewal with phone purchase to increase the contract period to 2 years instead of 1.

The results were fantastic 25% conversion rate, instead of 5%.

	Before Repsmate solution			After Repsmate solution		
	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Sales opportunity						
Calls volumes (sales leads)	38,400	42,240	40,320	40,320	38,400	34,560
Number of calls addressed by sales opportunity	2,000	1,968	2,078	3,925	6,453	8,653
Success rate (agents only)	5.2%	4.7%	5.2%			
Success rate with Repsmate solution				9.7%	16.8%	25.0%

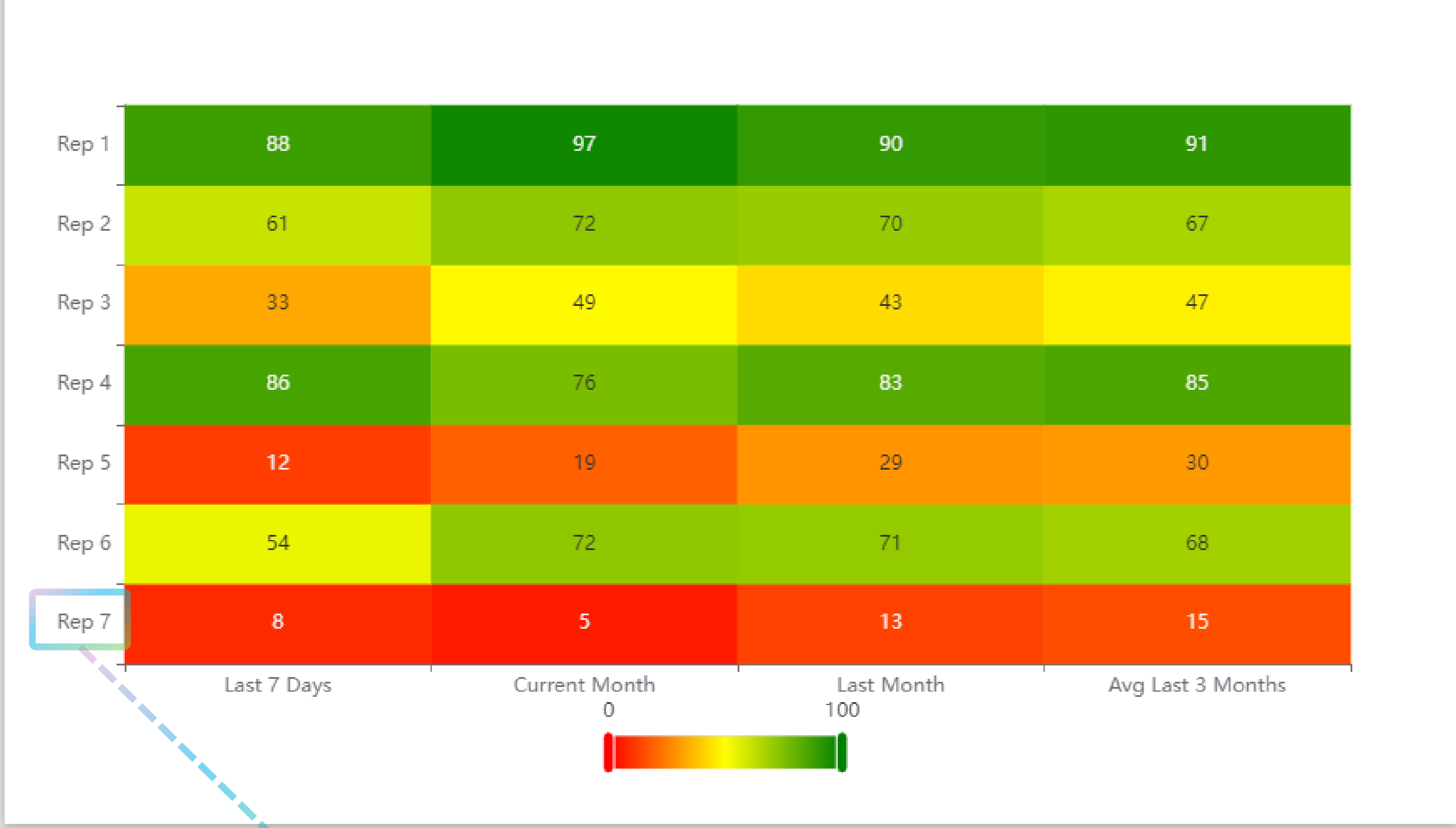
Compliance mitigation

Key elements in phone agreements have to be complied with in order for the contract to be valid. If the agents that close the deal don't follow the procedure, the company can become liable in front of customers and other legal institutions.

A team of several FTE's was handling the compliance part by sample check prior to RepsMate implementation.

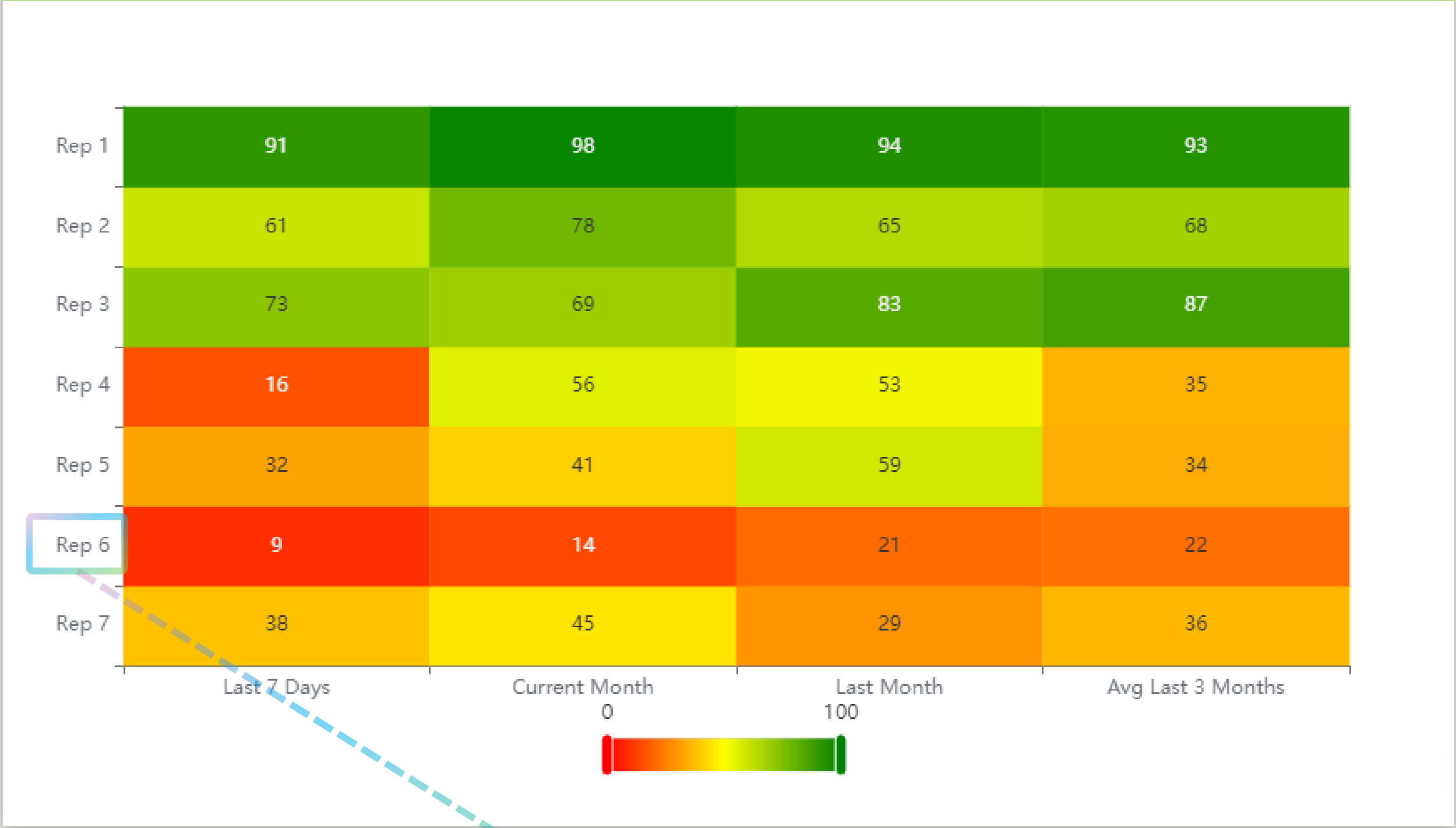
The added value of our platform was that all the interactions are now screened and the resources allocated for the process have been optimized by 80%.

Overall Rep Emotion Score Heatmap



Potential Rep attrition

Overall Customer Emotion Score Heatmap



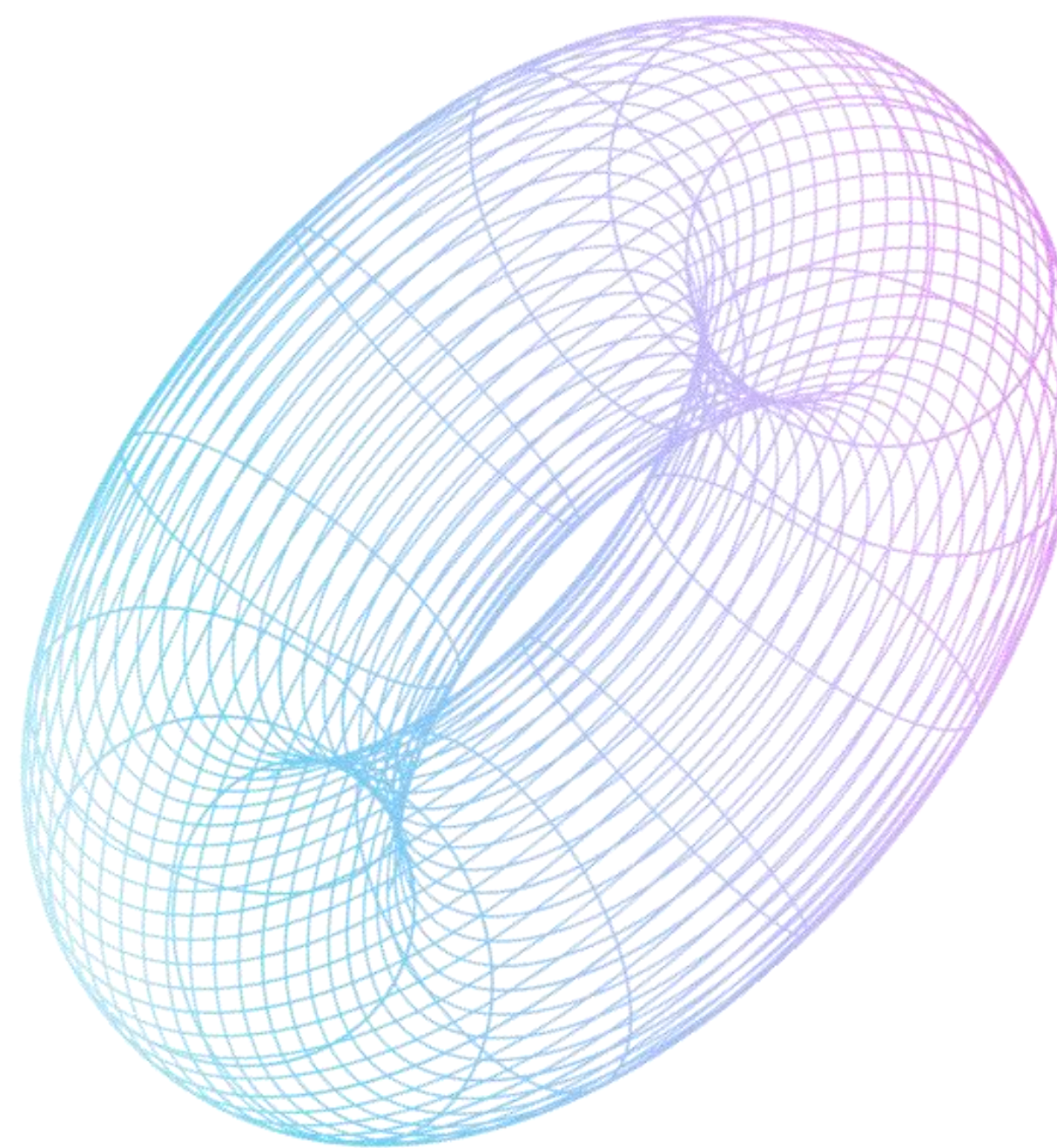
Unhappy customers – potential ‘careless’ agent

Proven every Time!

Clients:



Partners/Resellers:



Reps Mate

Thank you!



Alin Roşca
Founder & CEO RepsMate
Software

+4 (0) 765 496 436
alin@repsmate.com

  repsmate.com

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