



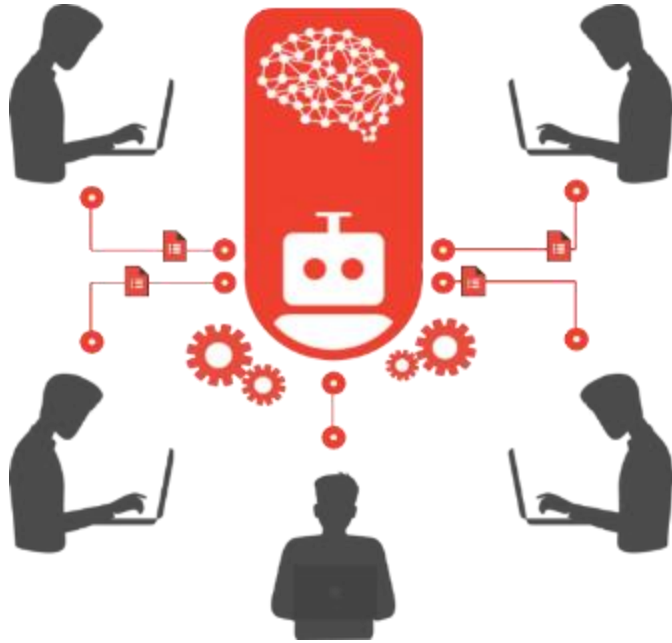
evalyze

Intelligent Productivity Booster

Why?

Evalyze Summary

*Productivity Booster for Back-office departments
using AI algorithms*



Evalyze is a lean web tool that **boosts productivity up to 30 %**.

It automatically and intelligently distributes activities and tasks through **Artificial Intelligence algorithms**.

Those are based on variables like SLA's, AHT (Average Handling Time), customers' score, skills and operators' availability, ensuring that the distribution is made **activity-to-activity in real time**, according to the **company's highest priority** at any moment.

Dynamic and **real-time dashboards** allow the monitorization of entire operations and provide reliable **forecasts of Key-Indicators**.

WHY?

INCREASED PRODUCTIVITY

- Increased Operational Efficiency
- Increased Resources Allocation Efficiency
- Effective SLAs Management

BETTER CUSTOMER SERVICE

- Higher Quality and Consistency within the back-office process flow and customer responses
- Shorter Average Handling Times
- First time resolution KPIs

LONG TERM EMPLOYEE SATISFACTION

- 100% Transparency and Justice in task distribution process
- Comparable Results and fair Performance Evaluations
- Fairer bonus and compensation schemes possible
- Identification of Skill training needs

CONTINENTS	OPERATIONS	USERS	ACTIVITIES / CASES	HOURS SAVED	SAVINGS 7,4€/H
2	+50	+5000	22.220.790	2.178.229	€ 16 114 629

JUN-2020

SECTORS

Banking	Insurance	Telecommunication	Energy	Contact Center	Services
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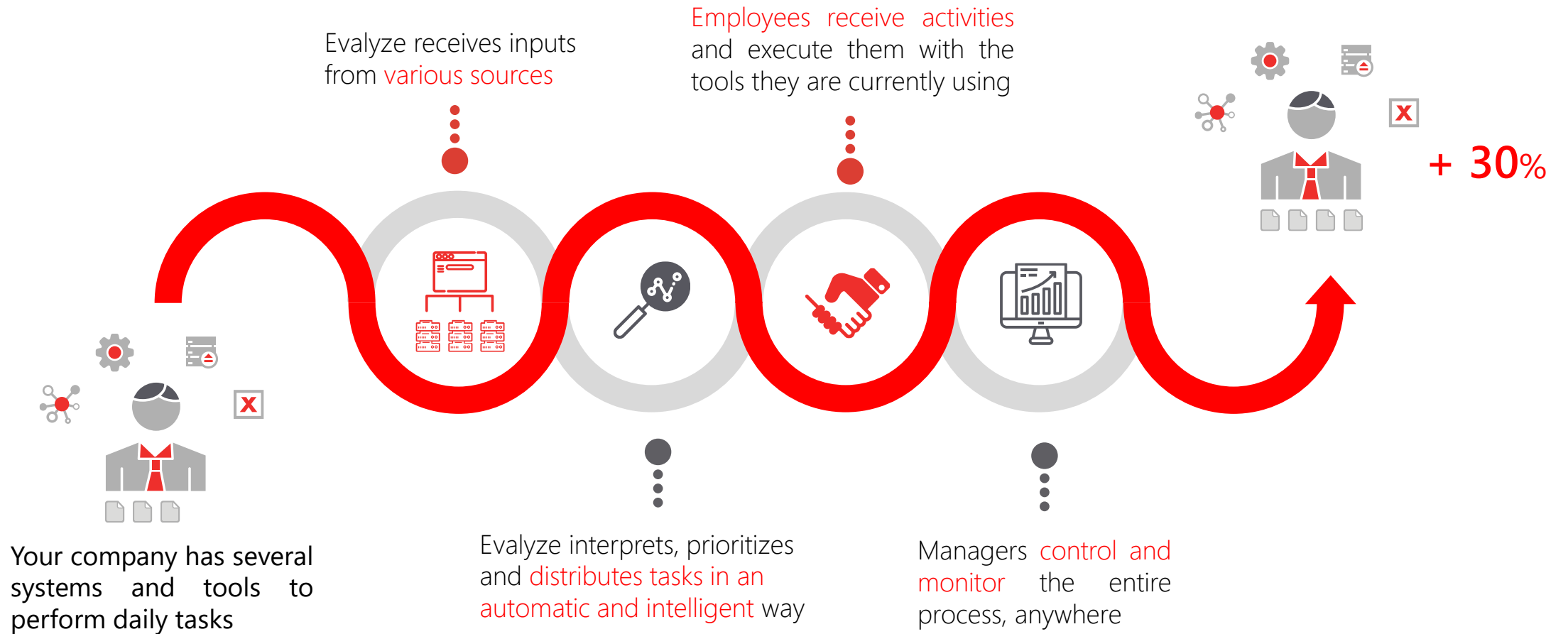
OPERATIONS AND DEPARTMENTS

Complaint Management	Credit Management	Sinistros e participações de seguros
Client Retention	Credit Recovery	Venda e Gestão de cartões de refeição
Mobile Service Activation	Garnishment	After Sales Information Services
Intelligent Document Processing	Account Management	Tele Sales
Dept Moratorium	Contract Management	Fraud

CLIENTS



Intelligent Distribution of Activities



Intelligent Distribution of Activities – Integration of Metadata



ERP



CRM



DATA BASE



FTP



CSV



TXT



WEB SERVICE



EXCEL



XML

**Intelligent & Automated task distribution according to
priority, SLA's, Skills and Availability**

(employees keep working with the tools they are used to)



ADVANCED ANALYTICS / AI ALGORITHMS



ACTIVITY A
Employee 1



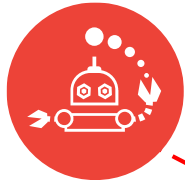
ACTIVITY B
Employee 2



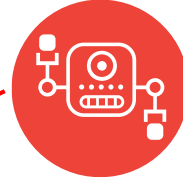
ACTIVITY C
Employee 3

Let's connect the dots

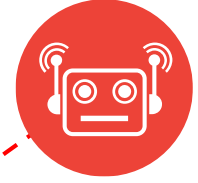
Boosts
Productivity



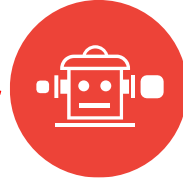
Ensures
Sla's



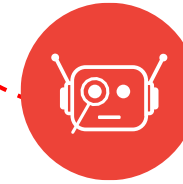
Provides
Forecasts



Improves
quality



Identifies
bottle necks





Admin

.....|

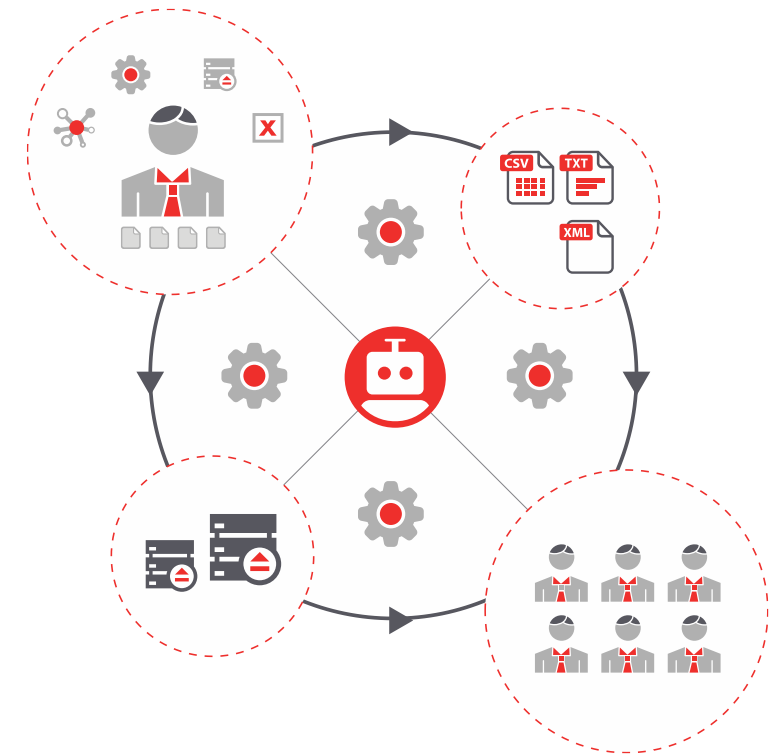


Bem Vindo!

by closer

Main components

- Simplified Operational Management
- Intelligent Task Distribution
- Real-Time Monitoring, Reporting & Forecasts



Simplified Operation Management

Operacional de Skill | GESTÃO OPERACIONAL DE UTILIZADORES

Procurar Caso | Admin closer

Procurar Fila

- ▼ BST AC - Contactos
 - Gerar Caso
 - Criar
 - Fila
- > BST AC - Contas Papel
- > BST AC - Contas Remedy
- > BST AC - Contas SPP
- > BST AC - Contas Tablets
- > BST AC - Contas Veículo
- > BST AC - Indisponibilidade Sistema

Pesquisar | 10 ▼

	NÃO INICIADO	PENDENTE	DENTRO DE SLA	FORA DE SLA	TOTAL
	0	10	3	7	10
	0	25	6	19	25
	36	2	0	38	38
	0	7	4	3	7
	0	10	0	10	10
	0	2	2	0	2
BST HH - Insistências	0	59	1	58	59
BST HH - Supervisão	0	1	1	0	1
BST HH - Validação	0	25	2	23	25
BST HH - Carteira Antiga	0	1	1	0	1

The most important task – one at a time

DADOS DO PROCESSO

Pausa

Remedy	Data de Submissão	Tipo de Processo	Tipo de Cliente
INC000009000009	19/03/2019 16:23:54	Alteração Dados Cliente (Centralização)	Normal
Operação *	Tipo de produto *		
Abertura	Singular		

ANÁLISE

CheckList	Destino
<input type="checkbox"/> Colaborador <input type="checkbox"/> Sem Acesso	<input type="checkbox"/> DCO <input type="checkbox"/> UPBC

ESTADO

Estado *	Motivo *	Sub Motivo *	Nº Clientes Tratados
Selecione um valor	Selecione um valor	Selecione um valor	

Comentário

Guardar

Real-Time Monitoring

ESTADO DOS CASOS GESTÃO OPERACIONAL DE SKILL GESTÃO OPERACIONAL DE UTILIZADORES

Procurar Caso

Bruno Pereira
Admin closer

PERFORMANCE POR UTILIZADOR

10

NOME	SUPERVISOR	TRATADOS	ENCERRADAS	TMT	FILA	STATUS	TEMPO ESTADO	TEMPO NO CASO	TEMPO LOGADO	TEMPO TRABALHAR	TEMPO ONLINE	TEMPO PAUSA	PRIMEIRO LOGIN
+ imduarte - imduarte	N/A	10	8	00:06:16	Enc Alt Serv - Pedidos De Clt	A Trabalhar	00:13:50	00:06:32	01:56:54	01:26:54	00:05:52	00:24:08	13:32:26
+ U80072610 - U80072610	N/A	22	20	00:07:51	Enc Alt Serv - Pedidos De Clt	A Trabalhar	00:34:19	00:01:55	05:59:42	03:43:58	00:00:28	02:15:16	09:09:10
+ U80076150 - U80076150	N/A	26	23	00:08:25	Enc Alt Serv - Pedidos De Clt	A Trabalhar	00:36:04	00:13:03	05:59:55	04:50:53	00:00:54	01:08:08	09:07:07
+ JIALMEIDA - JIALMEIDA	N/A	35	30	00:04:14	Enc Alt Serv - Vendas	A Trabalhar	00:03:05	00:03:05	06:33:56	03:55:31	00:02:15	02:36:10	09:05:01
+ U80070994 - U80070994	N/A	35	35	00:07:28	Enc Alt Serv - Vendas	A Trabalhar	00:34:22	00:06:49	06:00:43	04:29:14	00:01:09	01:30:20	09:08:00
+ csucosta - csucosta	N/A	8	7	00:16:27	Enc Lotes FID e DOCS	A Trabalhar	00:20:35	00:01:04	05:18:14	03:00:10	00:00:58	03:17:06	10:03:50
+ almorgado - almorgado	N/A	39	39	00:08:39	Enc Lotes FID e DOCS	A Trabalhar	00:52:59	00:26:56	06:34:00	05:22:22	00:01:48	01:09:50	08:15:34
+ U80087731 - U80087731	N/A	48	48	00:04:09	Enc Lotes FID e DOCS	A Trabalhar	00:35:46	00:04:48	04:53:20	02:53:00	00:13:19	01:47:01	10:14:05
+ zsecardoso - zsecardoso	N/A	65	63	00:05:38	Enc Lotes FID e DOCS	A Trabalhar	01:46:44	00:04:06	06:00:03	04:50:53	00:07:39	01:01:31	07:56:23
+ U80087730 - U80087730	N/A	10	10	00:08:25	Enc Não Retidos	A Trabalhar	02:35:42	01:10:41	00:01:56	00:00:00	00:01:56	00:00:00	13:05:32

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How?

Implementation - made easy



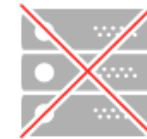
Low
up front
investment



4-6
Weeks to
deploy



100%
Web-based
(cloud)



0
Infrastructure
needed

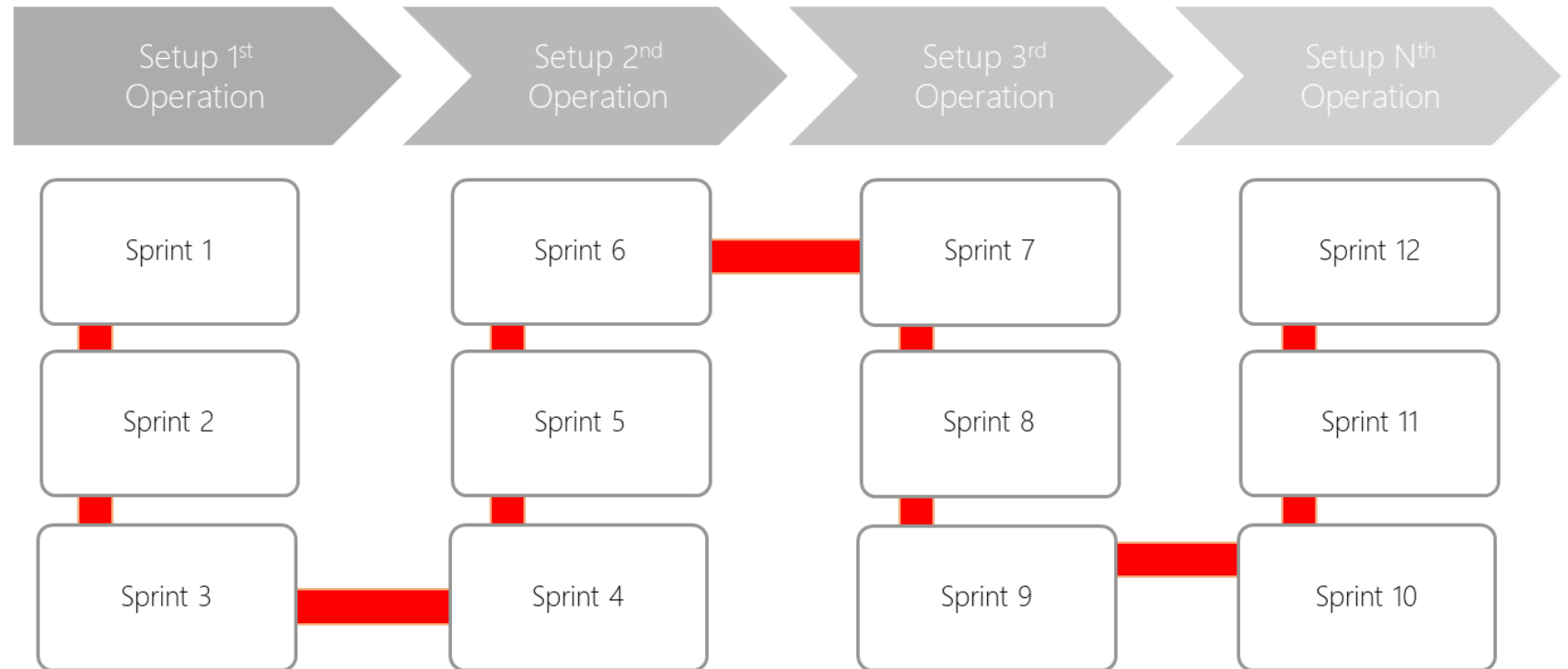


0
Adoption
risk

POC + Multiple Operation Implementation Plan

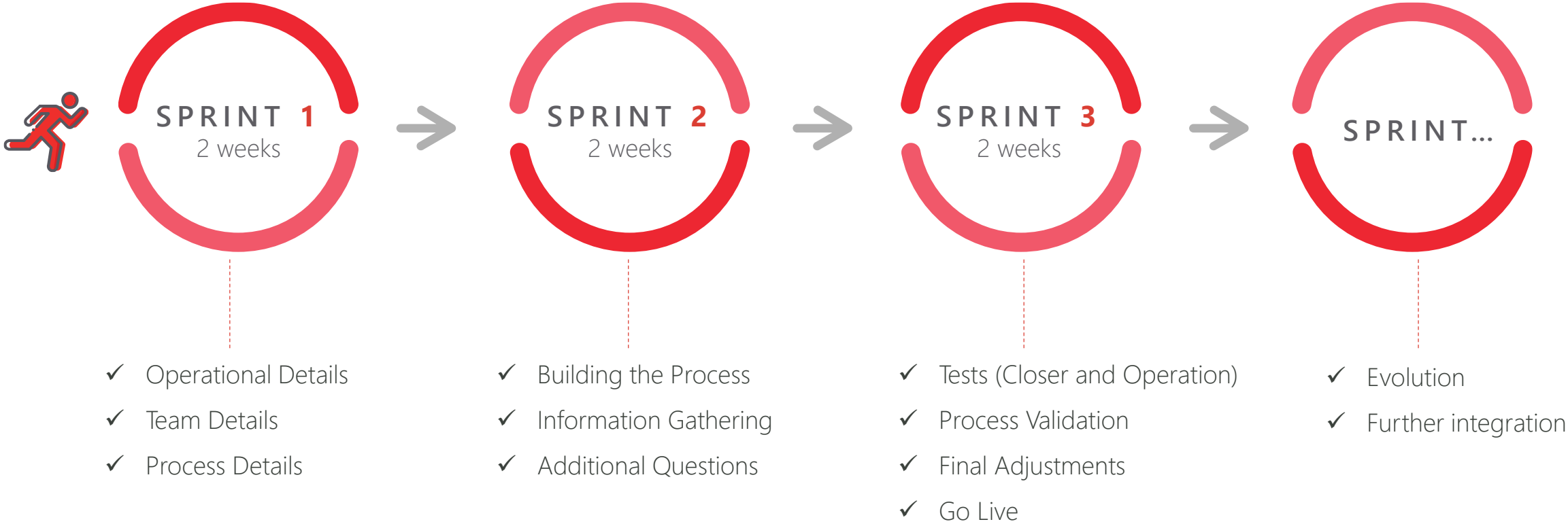


- POC is a fully working operational process like in a normal setup
- POC also takes 2 - 3 sprints to setup
- After Setup, POC testing period is 20 – 30 working days
- Try & Buy logic. Try for free, pay only if you satisfied and want to keep using Evalyze



2 weeks/sprint | 10 Working Days/Sprint | 30 Working Days/Setup

Implementation





Evalyze

Modules

Intelligent Document Processing

Processes data from any received document (invoices, receipts, emails, agreements, etc.) capturing, categorizing and extracting the relevant data for further processing, reducing the human intervention.

Whatsapp integration

Allows to chat and exchange documents directly with your clients via Whatsapp and transform the conversation into a managed activity / case

Email integration

Receive and Reply emails directly via Evalyze

Natural language processing

Interprets written language, suggest responses via templates and automates decisions

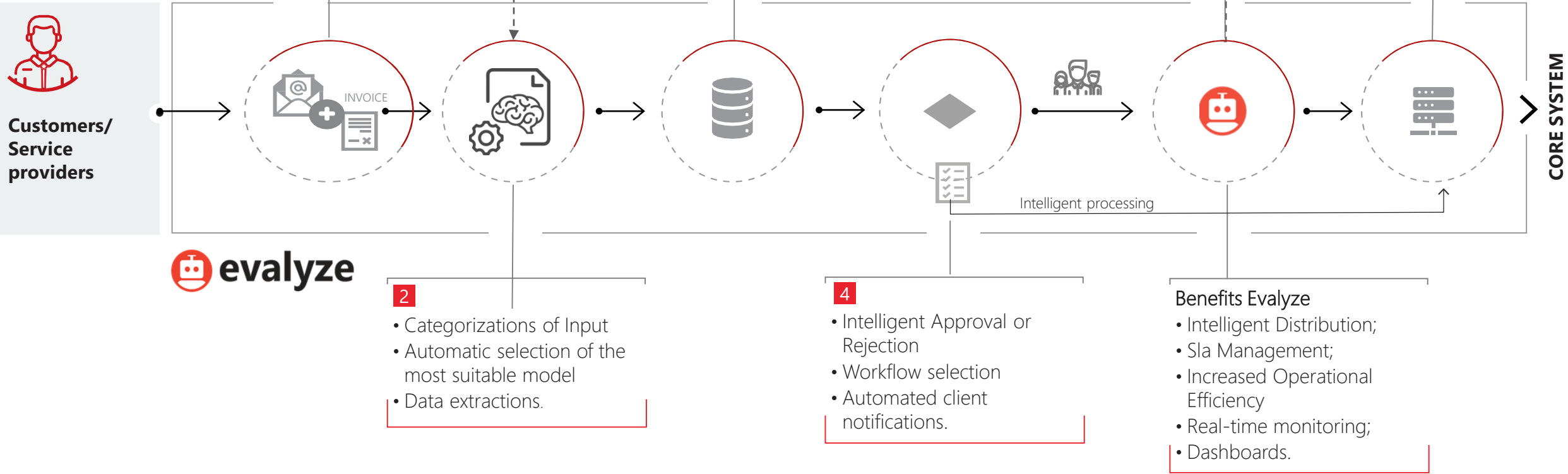
Staff Monitor

Manages the current occupancy of the rooms and workstations, as well as monitors the most used applications, optimizing the licensing.

No-Code Backoffice

Maintain all Evalyze operations autonomously without any coding

EVALYZE INTELLIGENT DOCUMENT PROCESSING



EVALYZE INTELLIGENT DOCUMENT PROCESSING – Benefits

- Real-time Model Training:** The model is being trained simultaneously with the ongoing operation. No additional training or know-how is needed.
- 5 Document only:** The initial training processes of the model requires only 5 distinct documents.
- Continuous Model Training:** All following interactions contribute to make the models better.
- Intelligent Model Selection:** The system chooses automatically the most adequate model based on the systems confidence and recognition results.
- Most advanced algorithms:** A combination of many different and most recent algorithms are being used allowing to recognize documents with a poor image quality and distortions.
- 100% Evalyze:** Fully integrated with Evalyze allowing a 100% business workflow coverage including humans and RPAs.
- Email Integration:** Email integration allows you to start the process directly with the client.
- Intelligent Distribution:** All messages from Email or Whatsapp are transformed into managed cases and can be distributed intelligently through out the business workflows and between different departments.;
- Approval Process Auditing:** Every interaction with in Evalyze is being measured monitored and audited.

close*r*

... MISSION

To challenge complexity

We bring new perspectives to make our clients' lives easier

Where are we?

Worldwide.



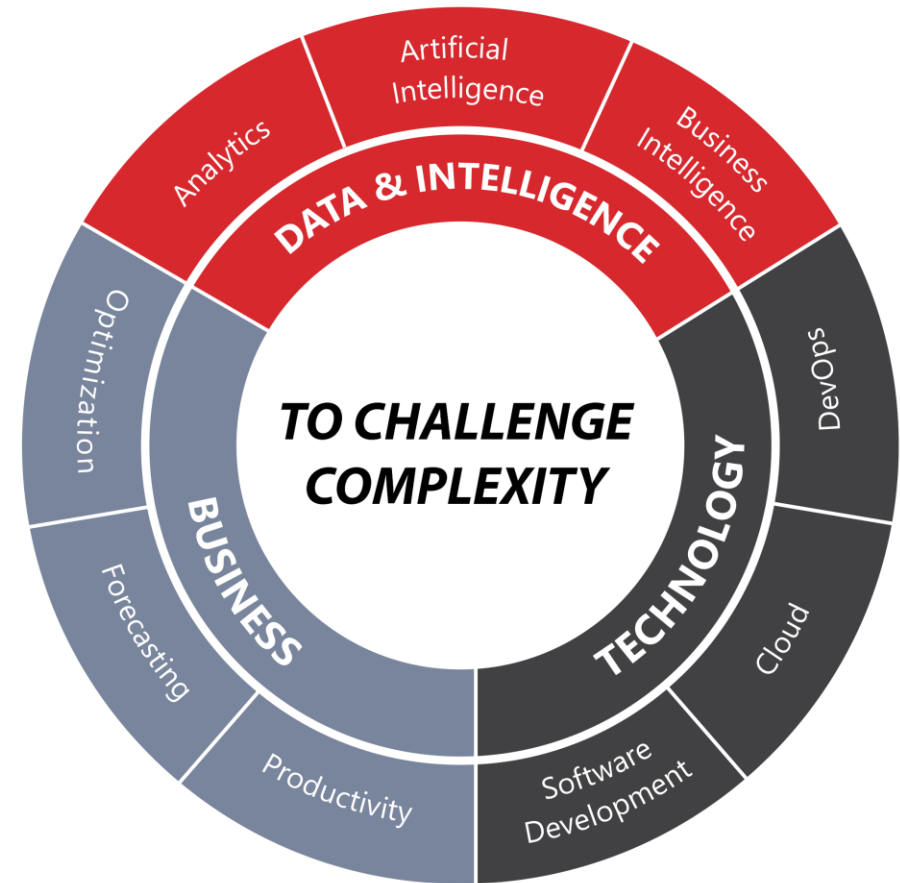
Closer Overview

We bring new perspectives to make our clients' lives easier

Our Clients around the World

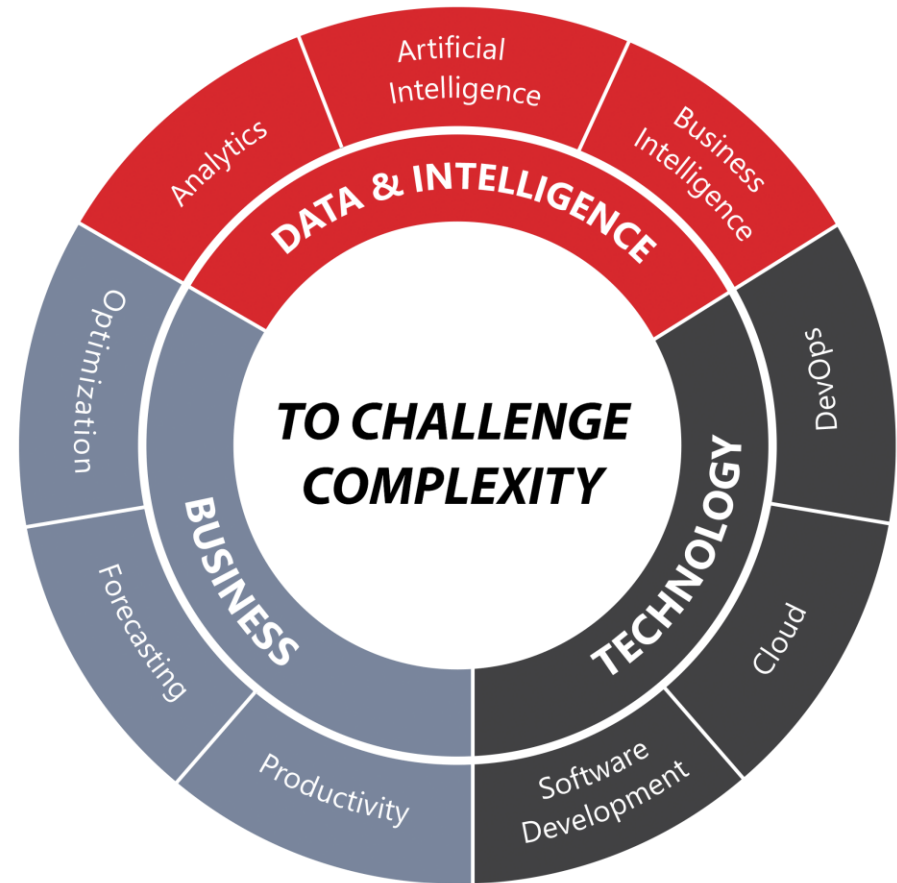


Closer's expertise is to transform data into Intelligence so you can make better business decisions





Productivity Booster for Back-office departments using AI algorithms



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