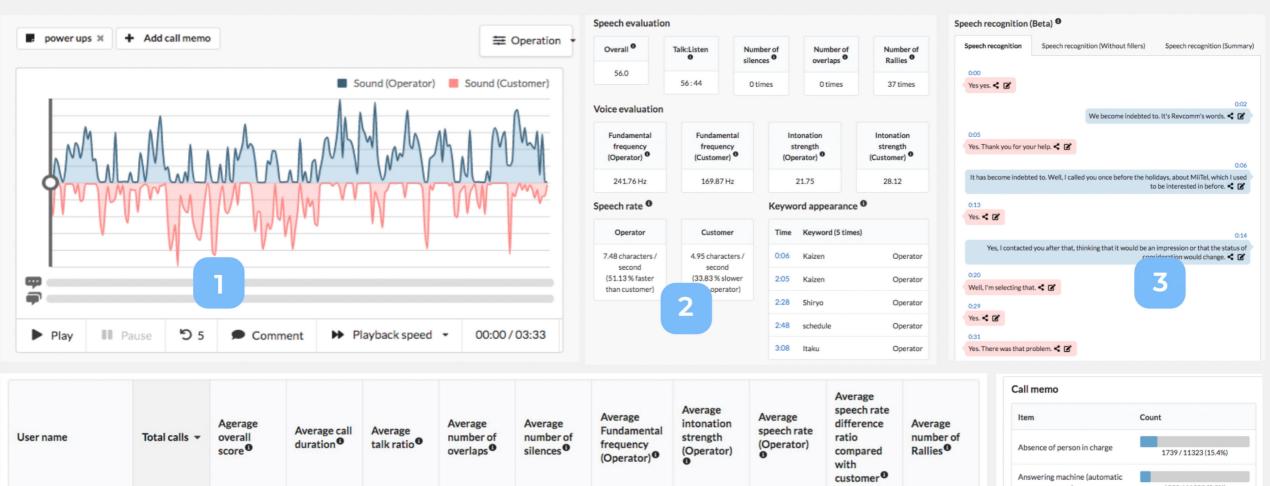# Sales Communication
PROBLEM

- Gap performance among sales members
- Difficult to transfer the high-performer knowledge to other members
- Takes repeated times and effort training a new sales members
- The conversations is not automatically recorded
- The conversation is not automatically transcribed (Voice-to-Text)
- Unintegrated communication between phone & video meeting

CENTRALIZED
Communication with Artificial Intelligence

Zoom
Integration

Transcription
Voice-to-Text

Analyze &
Visualize

Soft Phone

Speech evaluation

Overall	Talk:Listen	Number of silences	Number of overlaps	Number of Rallies
56.0	56 : 44	0 times	0 times	37 times

Voice evaluation

Fundamental frequency (Operator)	Fundamental frequency (Customer)	Intonation strength (Operator)	Intonation strength (Customer)
241.76 Hz	169.87 Hz	21.75	28.12

Speech rate

Operator	Customer
7.48 characters / second (51.13 % faster than customer)	4.95 characters / second (33.83 % slower than operator)

Keyword appearance

Time	Keyword (5 times)	
0:06	Kaizen	Operator
2:05	Kaizen	Operator
2:28	Shiryo	Operator
2:48	schedule	Operator
3:08	Itaku	Operator

Speech recognition (Beta)

Speech recognition | Speech recognition (Without fillers) | Speech recognition (Summary)

- 0:00 Yes yes.
- 0:02 We become indebted to. It's Revcomm's words.
- 0:05 Yes. Thank you for your help.
- 0:06 It has become indebted to. Well, I called you once before the holidays, about MiiTel, which I used to be interested in before.
- 0:13 Yes.
- 0:14 Yes, I contacted you after that, thinking that it would be an impression or that the status of consideration would change.
- 0:20 Well, I'm selecting that.
- 0:29 Yes.
- 0:31 Yes. There was that problem.

Player controls: ▶ Play | ‖ Pause | ↻ 5 | 💬 Comment | ⏩ Playback speed ▾ | 00:00 / 03:33

User name	Total calls ▾	Agerage overall score	Average call duration	Average talk ratio	Average number of overlaps	Average number of silences	Average Fundamental frequency (Operator)	Average intonation strength (Operator)	Average speech rate (Operator)	Average speech rate difference ratio compared with customer	Average number of Rallies
Tono	371	13.46	00:00:18	0.48	0.43	2.02	114.04	19.79	8.2	0.23	15.75
Tini	75	11.24	00:00:17	0.4	0.22	1.56	108.55	20.96		0.19	8.61
Ani	23	5.26	00:00:13	0.63	0.1	0.7	227.75	31.53		0.0	0.6
Budi	9	9.2	00:00:06	0.62	0.2	0.2	154.08	35.82	5.09	0.0	1.4
Wati	6	0.0	00:00:00	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Richard	3	0.0	00:00:25	0.04	0.0	2.0	0.0	0.0	0.0	0.0	0.33

Call memo

Item	Count
Absence of person in charge	1739 / 11323 (15.4%)
Answering machine (automatic response memo)	1058 / 11323 (9.3%)
Energized (no needs)	589 / 11323 (5.2%)
power ups	427 / 11323 (3.8%)
Energized (cannot talk)	273 / 11323 (2.4%)
Appointment acquisition	169 / 11323 (1.5%)
Partner follow	104 / 11323 (0.9%)

1 Visualize the conversation between sales and customer with playback speed, comment, and drag & play

2 Analyze the conversation from various perspectives

3 Transcribe the conversation by AI engine

4 Find the success factors of the high performer

5 Tag the result of the conversation for the analysis

SOLUTION

Revenue Stream

- ✓ Call with 1 click
- ✓ Auto record conversation
- ✓ Transcription (speech-to-text)
- ✓ Accurate information sharing
- ✓ Call time allocation strategy
- ✓ Visualization & Data Intelligence

Self Coaching

- ✓ Cut training costs
- ✓ Self-coaching each sales member anytime & anywhere
- ✓ Competitive team performance
- ✓ Analyze & formulate the best conversation quality

Working Remote

- ✓ Without additional devices
- ✓ Teams can work from anywhere with the same quality
- ✓ Monitor sales team conversations anywhere & anytime