PrepTalk TRAINING ASSESSMENT AND OPTIMIZATION SOLUTION

2020

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TODAY'S AGENDA

- **ABOUT PACTERA EDGE**

- **INDUSTRY INSIGHTS**

- **PrepTalk OVERVIEW**

- **ARCHITECTURE**

- **PrepTalk IMPLEMENTATION**

ABOUT PACTERA EDGE

pactera EDGE

PACTERA EDGE SPECIALIZES IN DATA, INTELLIGENCE AND USER EXPERIENCE TO DELIVER INNOVATIVE PRODUCTS AND SOLUTIONS THAT TRANSFORM BUSINESSES

EDGE 2.0 Fuelled by
DATA, INTELLIGENCE & EXPERIENCE

DATA & ANALYTICS
- Data as an Asset
- Monetizing the Data
- Building a Robust Data Organization

EXPERIENCE (UX,CX,AR/VR)
- Multiexperience Platforms
- Most Lovable Products
- Experience led Solutions

EDGE 2.0 →
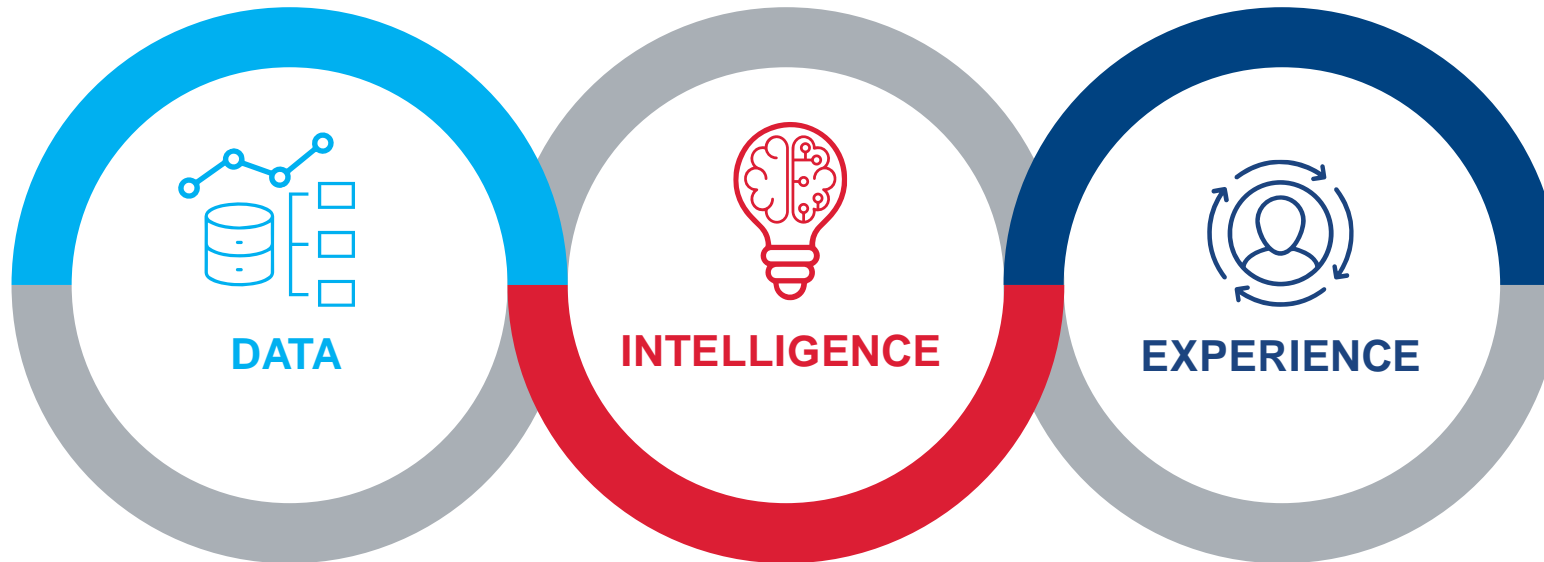
DATA

INTELLIGENCE

EXPERIENCE

INTELLIGENCE & AI
- Intelligence as the Core
- Build AI & ML Solutions to create the disruptive business models
- Leverage Partner & Established Platform Ecosystem (MSFT, AWS, Google etc.)

20/20 VISION

WHAT WE DO

What we have done for our clients to help them thrive.

B2B and B2C DIGITAL
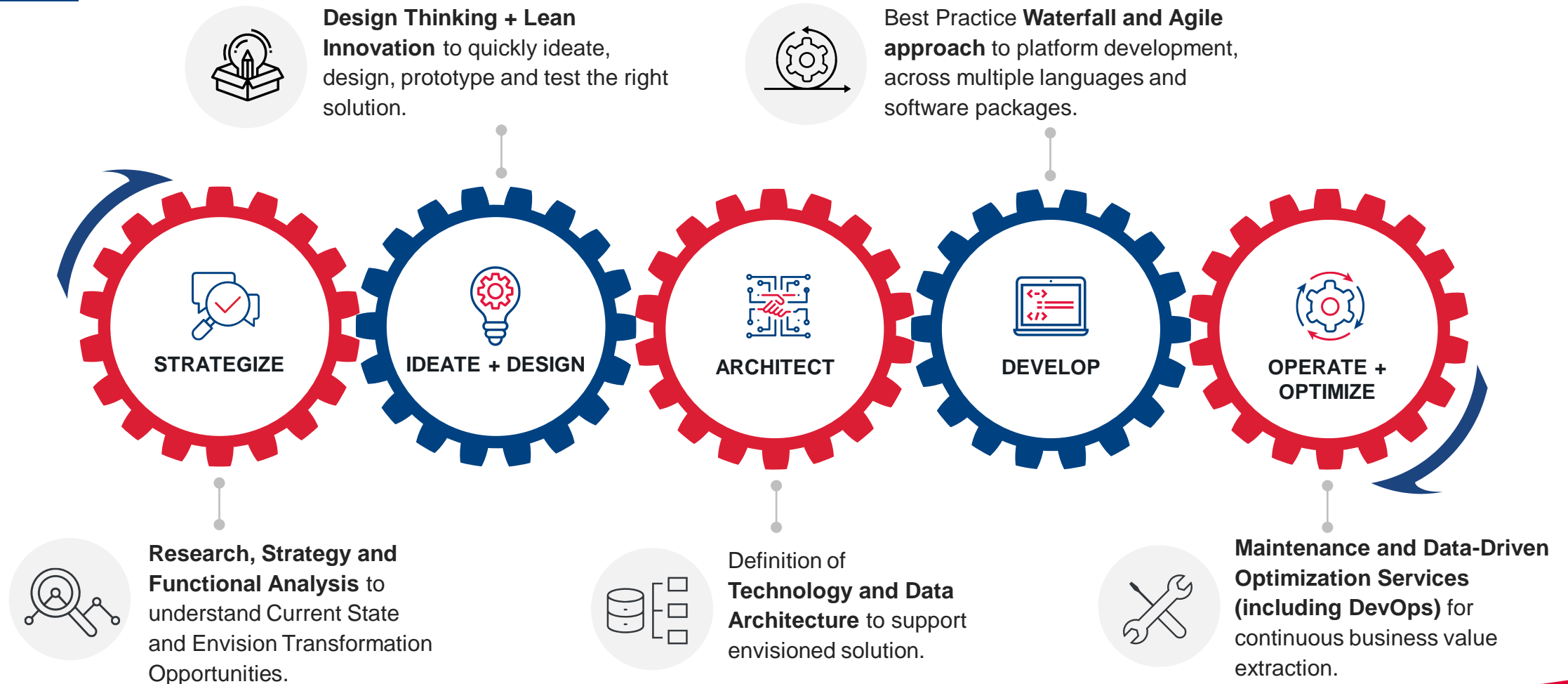PRODUCT
DESIGN + DEVELOPMENT

ENTERPRISE
APPLICATION
MODERNIZATION

DATA SCIENCE +
ADVANCED
ANALYTICS/BI

AI-DRIVEN
SMART PRODUCTS

END TO END CAPABILITIES: IDEATION TO IMPLEMENTATION

Design Thinking + Lean Innovation to quickly ideate, design, prototype and test the right solution.

Best Practice **Waterfall and Agile approach** to platform development, across multiple languages and software packages.

STRATEGIZE

IDEATE + DESIGN

ARCHITECT

DEVELOP

OPERATE + OPTIMIZE

Research, Strategy and Functional Analysis to understand Current State and Envision Transformation Opportunities.

Definition of **Technology and Data Architecture** to support envisioned solution.

Maintenance and Data-Driven Optimization Services (including DevOps) for continuous business value extraction.

INDUSTRY CHALLENGES

Learning Requirements

- Enabling employees to learn and gain expertise in their areas of work
- Training millennials in leadership skills and creating in-house leadership talent

Learning Budgets

- Learning and development budgets are moving towards digital enablement

Learning Methods

- Market needs and ever-changing technologies, traditional mode of training may be cumbersome
- L&D teams must address learning preferences and needs for GenX and Millennials
- Gen-Z (4 to 24 years) being digital natives prefer digital platforms for their learning

Learning Trends

- As per latest research by LinkedIn in L&D, the number 1 challenge is that, people do not have enough time for learning
- 68% of employees prefer to learn at work*
- 58% of employees prefer to learn at their* own pace
- 49% of employees prefer to learn at the point of need

* Source: https://learning.linkedin.com/resources/workplace-learning-report-2018

PrepTalk WAS CREATED BECAUSE…

Learning Requirements

- Platform for human agents/sales people to assess their customer servicing skills, know their performance, and needs for any further training.
- Onboarding Human Customer Service Agents at the speed of corporate growth.

Learning Methods

- A Digital platform to enhance customer servicing skills in line with organization standards for a unified customer servicing experience
- Digital learning for energizing and engaging the digital generation of human employees in order to reduce the churn rate in Customer Service Organizations.

Learning Trends

- A platform to learn and assess at your own pace

PrepTalk FEATURES

KEY FUNCTIONALITY

PrepTalk SIMULATE

- Embedded chatbot "Jessica" eliminates or augments "human to human" role play after training ends.
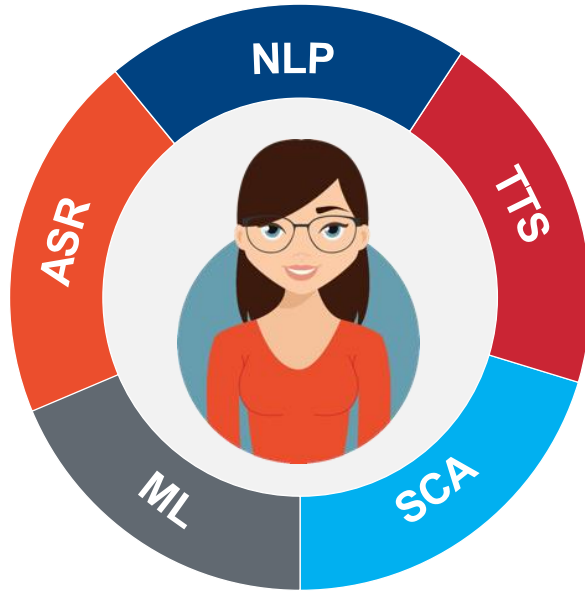- Enables new agents / sales to become better before going on "Live Calls".

PrepTalk LIVE ASSIST

- Provides assessment and hints to human agents during live calls in real time.
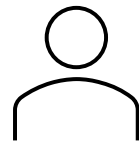
PrepTalk ANALYZE

- Traditional method - take a "sample size" of "Agent/Sales-Customer" audio recordings for analysis.
- PrepTalk Analyze analyzes 100 percent of the "Agent/Sales– Customer" audio recordings and provides dashboard-based feedback to for analysis

PrepTalk SIMULATE

HOW IT WORKS

LMS

Human Agents / Sales People are trained on Comcast learning and development material.
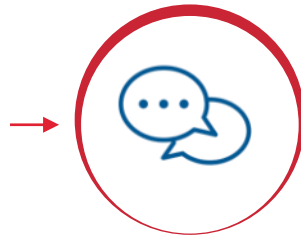
Jessica initiates the Conversation with the Human Agent on a Simulated Customer Service Scenario and Jessica records the conversation.

The Voice to Text (VTT) conversion is done through "Jessica" in Real-Time via ASR (Automatic Speech Recognition).

Jessica will evaluate the conversational performance of the Human Agent, and provide scoring, areas for improvement, and further training material recommendations The Human Agents see Jessica's feedback in real time.

The Human Agents use "Jessica" as a repeatable experience until their knowledge meets the minimum criteria set by corporate guidelines to engage with live customer calls.

- ● **ML:** Machine Learning
- ● **ASR:** Automatic Speech Recognition
- ● **NLP:** Natural Language Processing
- ● **TTS:** Text To Speech
- ● **SCA:** Smart Conversational Analysis

Stephanie Smith

Project Manager | Seattle, WA
Total Trainings: 72
Total Training duration: 2h 28m

HOME PAGE

SIMULATOR

SKILL LEARNING ▼
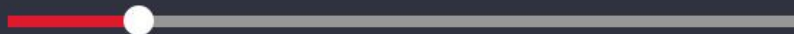
STATISTICS ▼

Simulator Summary

Score: 80 ▶ 0:00 / 4:45 🔊 ━━ **DOWNLOAD** ⬇

SQL Assessment

Jessica: What happens when the Microsoft SQL Azure database reaches its max size?

Stephanie: What happens when the Microsoft SQL Azure database reaches its max size?

Stephanie: So it will stop working and the jobs things will fail.

Jessica: What kind of encryption security is available in SQL Azure?

Stephanie: What kind of encryption security is available in SQL Azure? There is assisstant security level and there are other security encription available

Jessica: How many databases can you create in a single server?

Total Rules	Pass	Fail	Speed	Rush	Respond Promptly
26	22	4	Normal	Normal	Normal

	Problem	Evaluation of Project	Inspection Point	Points
✕	What happens when the Microsoft ...	Sales_Keyword_Intro	Question	- 4
✓	**What happens when the Microsoft...**	Sales_Keyword_Intro	Greeting	**5**
✕	So it will stop working and the jobs ...	Sales_Keyword_Intro	Introduction	- 2
✓	**What kind of encryption security ...**	Sales_Keyword_Quest	Comfort	**6**
✓	**What kind of encryption security ...**	Sales_Keyword_Info	Information	**5**
✓	**There is assisstant security level ...**	Sales_Keyword_Sales	Information	**8**
✕	How many databases can you ...	Sales_Keyword_Sales	Offer	- 4
✓	**We can also create a demo...**	Sales_Keyword_Infor	Closing	**12**
✕	Sure, let me email you the ...	Sales_Keyword_Intro	Offer	- 4

Stephanie Smith

Project Manager | Seattle, WA
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SIMULATOR

SKILL LEARNING ▼

STATISTICS ▼

Classroom Ranking

VIEW ALL →

	Name	Score
1	Kristin Becker	100
2	Oliver Salas	98
3	Nyla Middleton	97
4	Jordon Patel	96
5	Anahi Osborn	89

Your Ranking

Experience Score   WHAT IS IT?

Date: 02.20.1019
Training Total Time: 1hour

Total Score: 142

Number of Trainings

Last Training: 02.20.1019

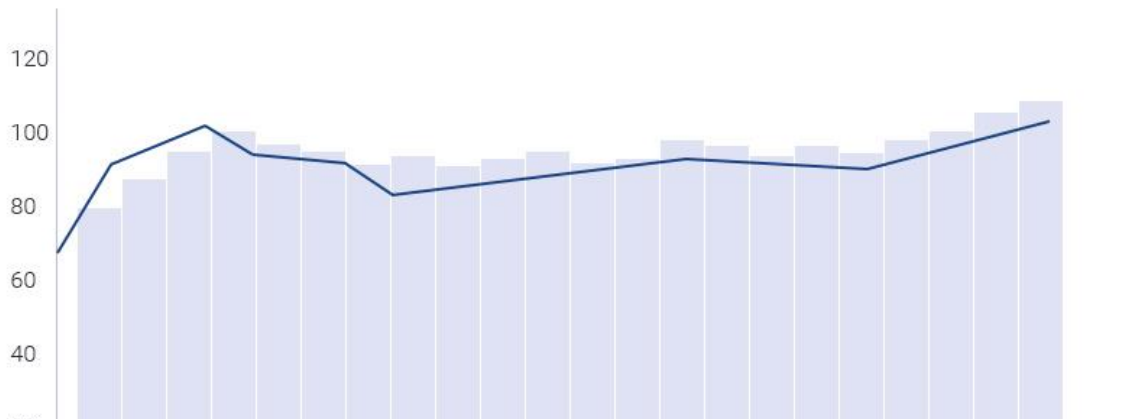**Number of Trainings: 5**

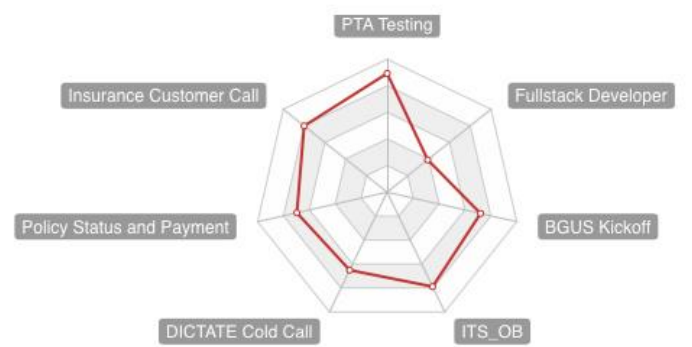**Class Ranking**

Date: 02.20.1019

Ranking: 2

Best Score

Date: 02.20.1019

Best Score: 79

Personal and Class Score

— Class Score   ☐ Your Score

120

100

80

60

40

Scene Distribution

PTA Testing

Insurance Customer Call

Fullstack Developer

Policy Status and Payment

BGUS Kickoff

DICTATE Cold Call

ITS_OB

CUSTOMER RESULTS

Metric	Results
Number of closed sales within seven days	Tele-Sales Agents who were trained with **PrepTalk Simulate** closed 60% more in comparison with the other non trained agents
"Effective Conversation" time duration (time spent on business vs. chit-chat)	"Effective Conversation" time metric increased by 50% for the agents trained with **PrepTalk Simulate**

Operated in China from 3 Years

FUTURE PrepTalk FEATURES

PrepTalk LIVE ASSIST

PrepTalk LIVE ASSIST

Converts audio to text in real-time for analysis and instant feedback – the software code resides in between business app layer and the user layer. This feature requires integration with the IVR system.

Conversation	Feedback
Hello, what can I do for you today?	**Lack of greeting**
I can't transfer money	
Sorry?	**Lack of business information**
I can't transfer money from one account to another	
What is your account number?	
Account number is 110xxxxxx	
Can you repeat it?	**Communication difficulty (e.g. accent)**
110xxxxxx	
Would you mind if I put you on hold for a minute while I check that?	
No problem…(long time wait)	**Inexperience for business**
Our service is under maintenance, please try one day later	
Oh okay	**Lack of end greeting**
Bye!	

Real-time intelligent hint for agents

- Hello, what can I do for you today?
- Sorry?
- What is your account number?
- Can you repeat it?
- Would you mind if I put you on hold for a minute while I check that?
- Our service is under maintenance, please try one day later
- Buy

Understanding customer needs.
Optimizing marketing strategy.
Completing the customer 's questions.

PrepTalk LIVE ASSIST

Prototype is available and has been used on large volumes of audio recordings

Traditional quality inspection

Sampling of 1% for testing

Total audio recordings duration : 1300 hours

Average of 13 hours of Recordings tested.

Total number of quality inspection staff: two or more people

PrepTalk Analyze – 100% quality inspection

Total audio recordings duration : 1300 hours

100% quality testing

100% of the 1300 hours Tested by PrepTalk Analyze

THANK YOU!

NEXT STEPS....