



We analyze 100% of contact center interactions for enterprise organizations, using our AI to identify patterns and provide business insights!



# Momentum

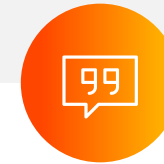
Customers are more and more demanding!



of customers **will pay more** for a great Customer Experience.

PWC

86%



Of customers Will leave a brand that they love after one bad experice

McKinsey

33%

# The problem

When examining **established mid-large enterprises within the banking, telecommunications, energy, retail, healthcare** sectors, we discover 2 main challenges:

## Revenue Growth

**Only 3%** of interactions can be verified by Quality Teams (e.g. Telesales) and that led **companies to lose revenue!**



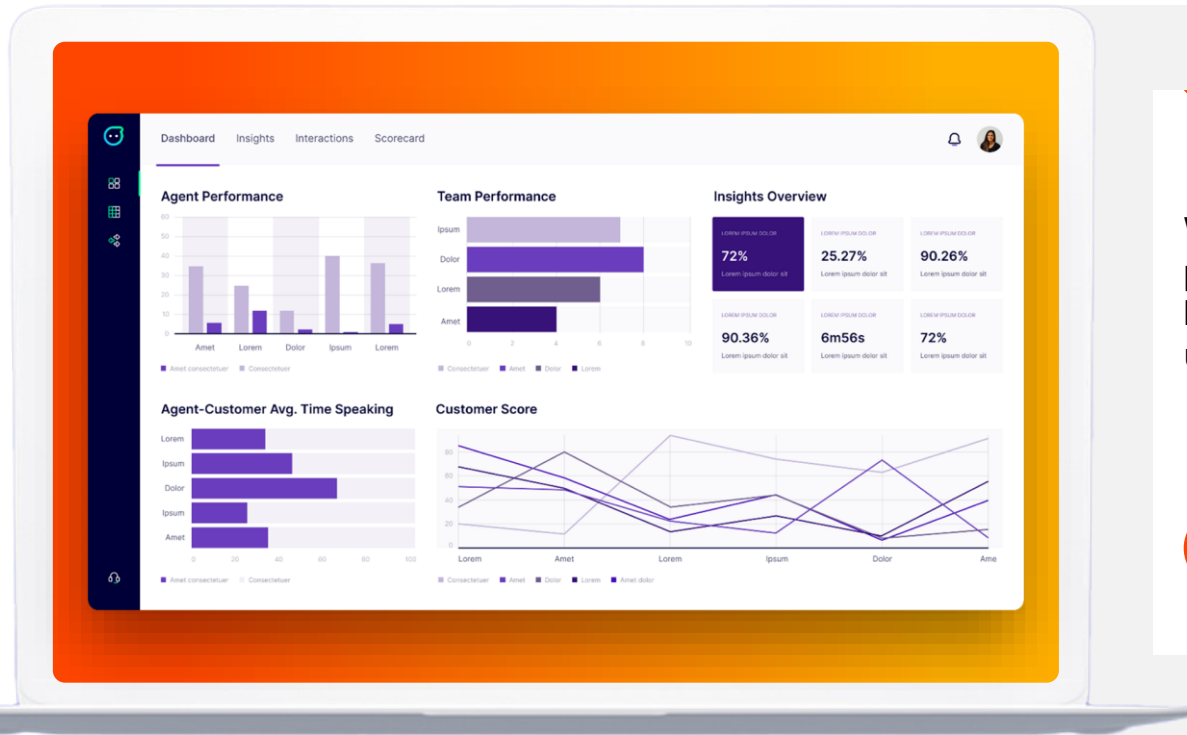
## Operational Efficiency

A domino effect is generated:

- > **Supervisors are managing too many people** (avg 15-20 agents)
- > **Poor sales management**
- > **High Learning Curve** (\$9,849 loss per agent who stays 12 months)
- > **High turnover** (avg 30-45%)
- > **Huge turnover cost** (100% - 300% of an agent annual salary)
- > **Low performance** (80% of agents)
- > **Customer churn & lost opportunities**

# The Solution

We've created a platform to empower companies with critical insights into their operations, that can answer essential questions such as:



Why is a particular business line underperforming?

Why are customers unhappy and what are their needs?

Is there a risk for a customer to churn or to complain to an authority?

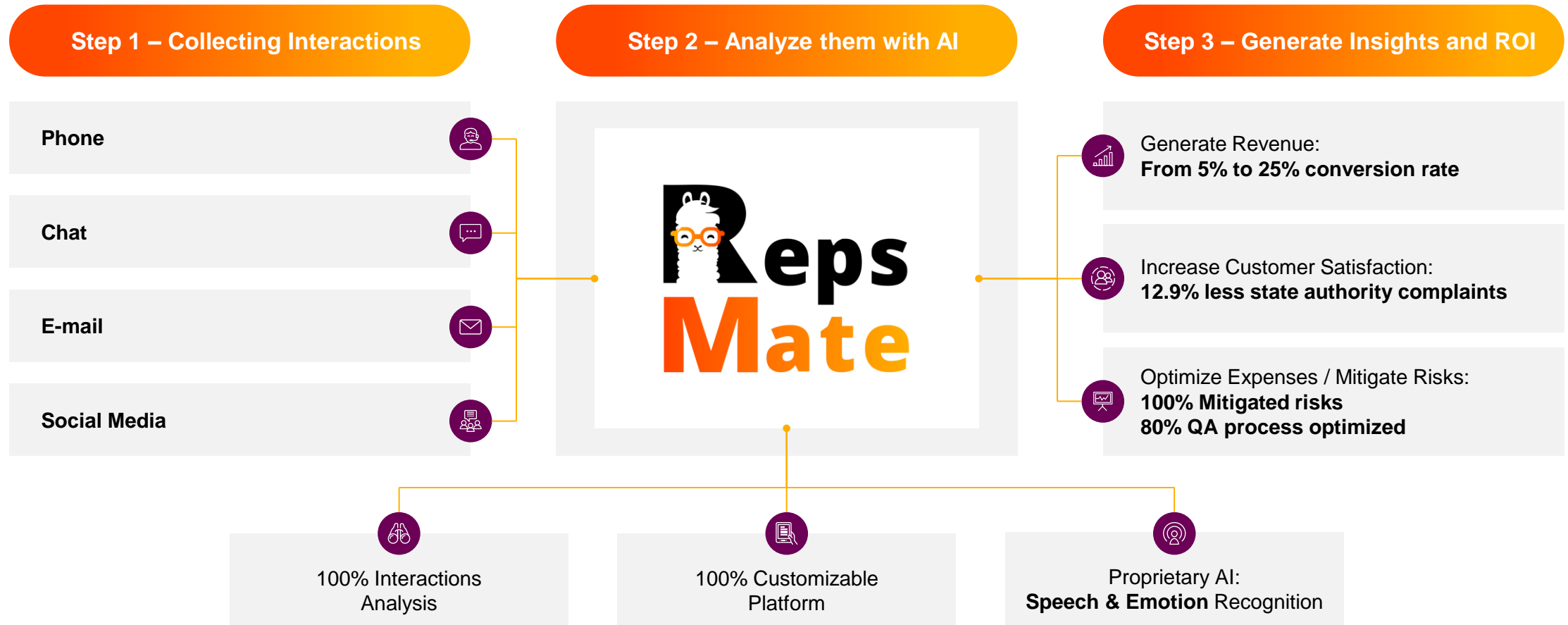
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# How are we doing it?

Already integrated in Genesys is gathering Clients' voice and text interactions. By calibrating the platform according to their business and operational needs, it is providing actionable insights about agents and customers that generate ROI.



# Proprietary Technology

RepsMate can learn a new language in 6-8 weeks with 95% accuracy!

## Proprietary AI Technology

- Speech Recognition
- Emotions Recognition
- Custom Topic Detection
- and others



## Supported Languages

- Greek
- Romanian
- Bulgarian
- Hungarian
- English, Spanish

# Reporting & Insights



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

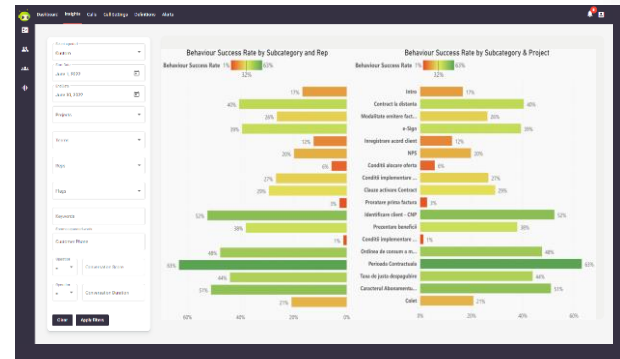
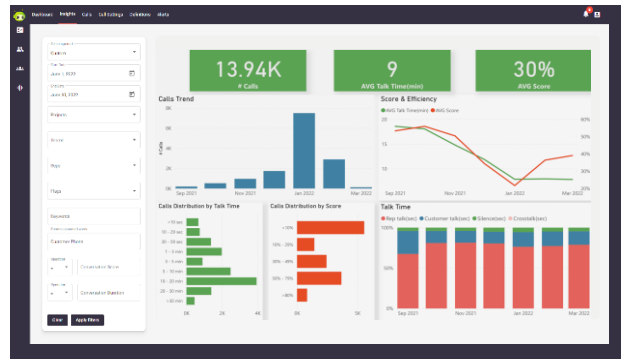
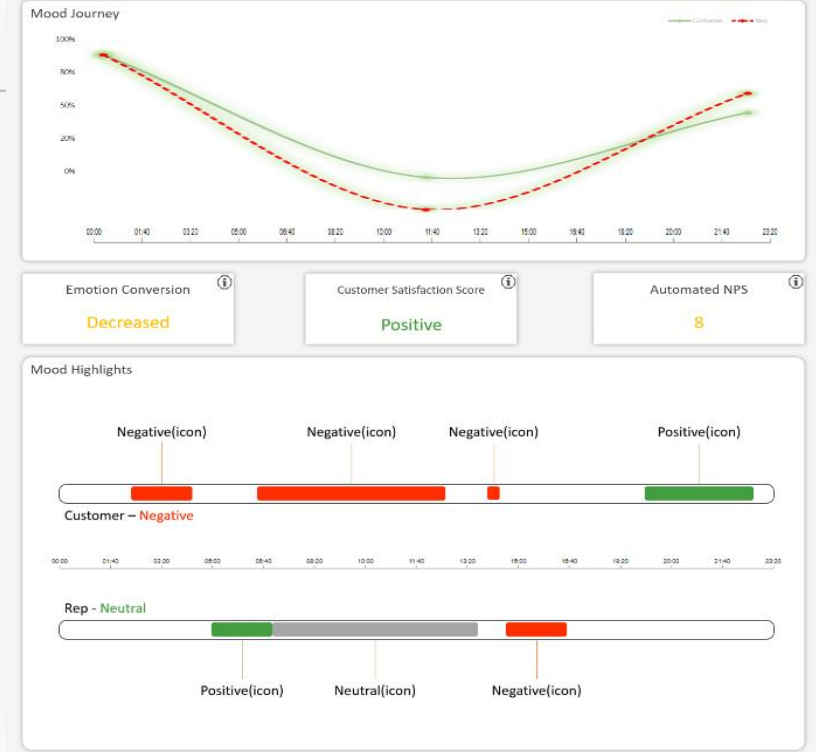


**Information at a Glance**  
Access **real-time insights** and get an overview of your customer and agent performance. Monitor KPIs, track trends, assess feedback, review interactions, compare teams and more in one single report..



**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.

## Customer & Agent Emotions



Rep Name	# Calls	AVG Talk Time (min)	AVG Score	Behaviour Success Rate
Adrian Pina	80	7	37%	87%
Alicia Barrio	65	10	37%	77%
Alexandra Roman	9	9	32%	83%
Alexandra Siles	119	11	36%	86%
Alexandra Capasa	14	3	3%	27%
Alexandra Constantinou	113	7	28%	55%
Alexandra Hernandez	57	9	30%	87%
Alexandra Paganini	71	7	30%	36%
Alexandra Torres	3	6	23%	37%
Alina Mironescu	39	8	23%	87%
Alina Loghin	8	11	15%	87%
Ana Prapotic	111	13	49%	60%
Andreea Roca	106	8	34%	76%
Andreea Roca	209	9	43%	80%
Andreea Dascalu	24	3	7%	58%
Andreea Cioba	2	8	34%	70%
Andreea Oprisor	119	11	34%	71%
Andreea Roca	209	9	43%	80%
Andreea Roca	106	7	28%	76%
Andreea Roca	209	9	43%	80%
Andreea Mitrea	14	5	23%	60%
Angela Oltaru	285	10	29%	65%
Bianca Petrusca	112	10	27%	64%
Bianca Dubanu	7	8	32%	88%
Clara Constantin	8	6	6%	50%
Galina Sabau	117	10	26%	76%
Galina Constant	111	9	36%	88%
Constina Trica	119	13	36%	60%



# Proven every Time!

## International Clients

**EMAG**

**vodafone**

**T**

**optima**

**elicom**

**otpbank**

**tbi bank**

**tazz**

**CONSILO**

**FASHION DAYS**

**REGINA MARIA**

**Freshful**

**affidea**

**Bright Communication**  
...always on the Bright Side

**ARABESQUE**  
C&M CONSTRUIESC

## Partners

**GENESYS™**

**Microsoft**

**vodafone**

**Crayon**

**TREND**  
— EVOLUTION JOURNEY —

**Deloitte.**

**100+ pipeline across CEMA Region**

**Growing network**



# Clients Testimonial



What truly sets RepsMate apart, is the dedication and expertise of their team. **They don't just talk the talk; they walk alongside us, understanding our unique needs and mission.** They've been our fantastic companions in building a tool that not only meets but exceeds our expectations. **Thanks to Repsmate, we're not just driving customer success, but also organizational success, and for that, we're immensely grateful.**

**Sorin Sandu – Customer Support Director**  
OTP Bank

I highly recommend RepsMate and **express my gratitude for the partnership we have formed.** The RepsMate platform is 100% customizable and adaptable, whether we are talking about a customer care solution, telesales, written communication, or classic dialogue. **Last but certainly not least, RepsMate team is always ready to assist.**

**Nicoleta Iancu – Customer Care Director**  
eMAG Group

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RepsMate offers a **powerful suite of tools that every sales team must have.** Thanks to this solution, we can gain near real-time visibility into the quality of our calls and help us follow up and address any potential issue that could appear with the final customer.

**Alexandru Oprea – Operations Director**  
@Optima Solutions Service

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Throughout our collaboration with RepsMate, we have appreciated **their flexibility, openness customize their solutions based on business needs,** as well as their proactivity in implementing tools for improving the platform.

**Carmen Cucu – Director Patient Experience**  
@Regina Maria

Request a free  
demo to discover  
our insights into  
your industry!



**Victor Popa**  
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