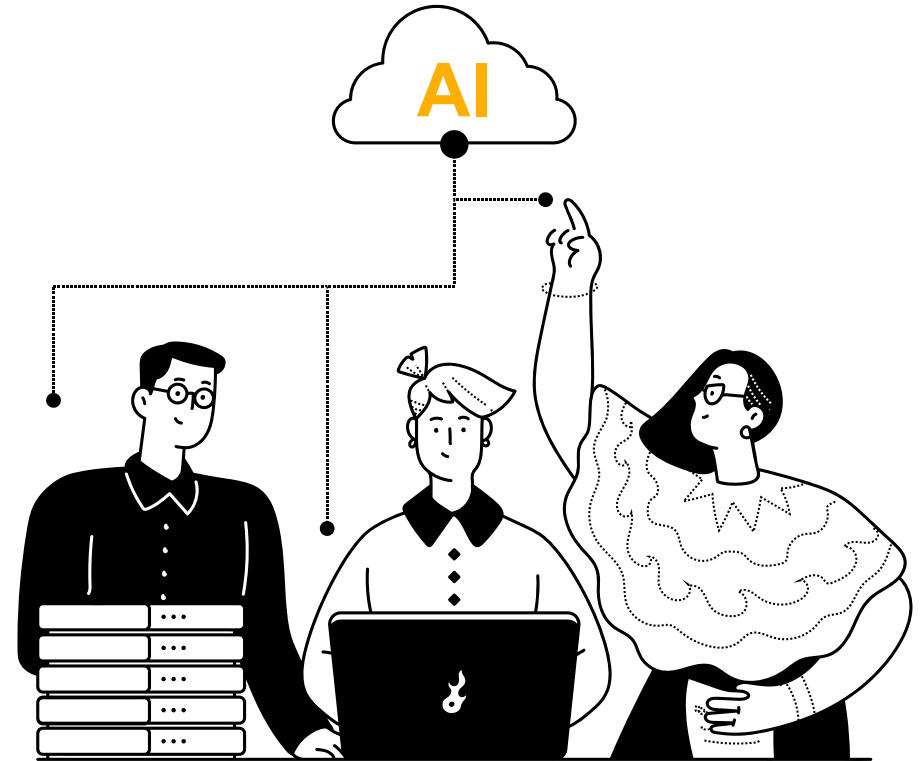


Revenue Operating System for Enterprise Organizations

Turning Every Customer Interaction Into
Measurable Revenue Through Domain-Specific AI



+ 35%

Higher Sales Conversion

+ 10%

Better Customer Loyalty

+ 25%

Productivity Increase

- 13%

Reduction in Complaints

From “No Thanks” to “Yes Please”

How RepsMate turns every rejection into opportunity

1

The Traditional Call

Agent: “Hi, this is Maria from Vodafone. I’d like to tell you about our new premium plans.”

Customer: “Thanks, but I’m not interested. I already have Orange and I’m happy with them.”

Agent: “I understand. Have a great day.”

Call duration: 30
seconds

Conversion: 0%

Revenue: 0€

2

RepsMate Intervenes

AI Real-Time Analysis:

- Objection type: “Satisfied with competitor”
- Customer tone: Polite but firm
- Success pattern: Ask about travel (67% conversion)
- Recommended approach: Value differentiation

Enhanced Agent: “I understand completely. Before I go, quick question – do you ever travel for work? Our Eu roaming is completely free, while most providers charge 10-15€ per day.”

Interest level:
Rising

3

The Conversion

Customer: “Actually, I do travel to Germany monthly for work. Really, no extra charges?”

Agent: “ Absolutely free. You’d save about 120€ per month just on roaming. Plus priority network and business support. Can I email you a personalized comparison?”

Customer: “Yes, that sounds interesting. My email is...”

AI Guided Closing:

Soft commitment achieved – Follow-up scheduled
- Lead qualified

Conversion: 78%
Probability

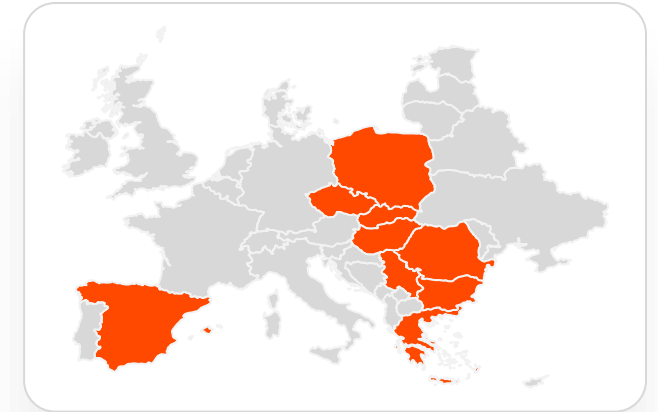
Pipeline value: 1,200
€

RepsMate: Scaling Across Europe and Beyond

RepsMate is a deep tech company focused on hyper-personalizing customer interactions through AI-driven conversation intelligence and augmentation. Founded in 2020 and VC-backed, our proprietary technology empowers enterprise organizations to turn every conversation into revenue.

Global Presence & Expansion Trajectory

- ✓ **40+ employees across Europe (scaling to 60+ by Q4 2025)**
- ✓ **Leading Enterprise Clients** in Telco, Banking, Healthcare, Utilities, Insurance, Retail
- ✓ Deployed in **9 countries** with active conversations in **21 markets**
- ✓ **Language support:** EN, ES, PL, CS, SK, HU, RO, BG, SR, EL



Built for Enterprise-Grade Trust & Scale

- ✓ 100% proprietary AI technology (Speech Recognition, Emotions Recognition, Semantic Similarity Search & Custom AI Models)
- ✓ Enterprise LLM integration: Support for customer's own AI models (Azure OpenAI or Internal Developed LLMs)
- ✓ Multilingual: we can train a new language in less than 8 weeks with +95% accuracy, including exotic languages
- ✓ Privacy-first: GDPR-ready & EU AI Act-aligned
- ✓ Quality assurance & testing frameworks for enterprise AI validation
- ✓ On-premise & cloud deployment options with multi-regional server support

Vision: In a world where every company uses the same generic LLMs, RepsMate enables enterprises to deliver hyper-personalized, compliant, and high-impact experiences through both human and AI agents.

The \$4T Customer Pain Points

99% of customer interactions generate zero actionable insights, costing global enterprises billions in lost revenue and operational inefficiency.

Accenture

87%


of customers will avoid a company
after just one bad experience

Forbes

48%

of customers will pay more for
quality customer experience

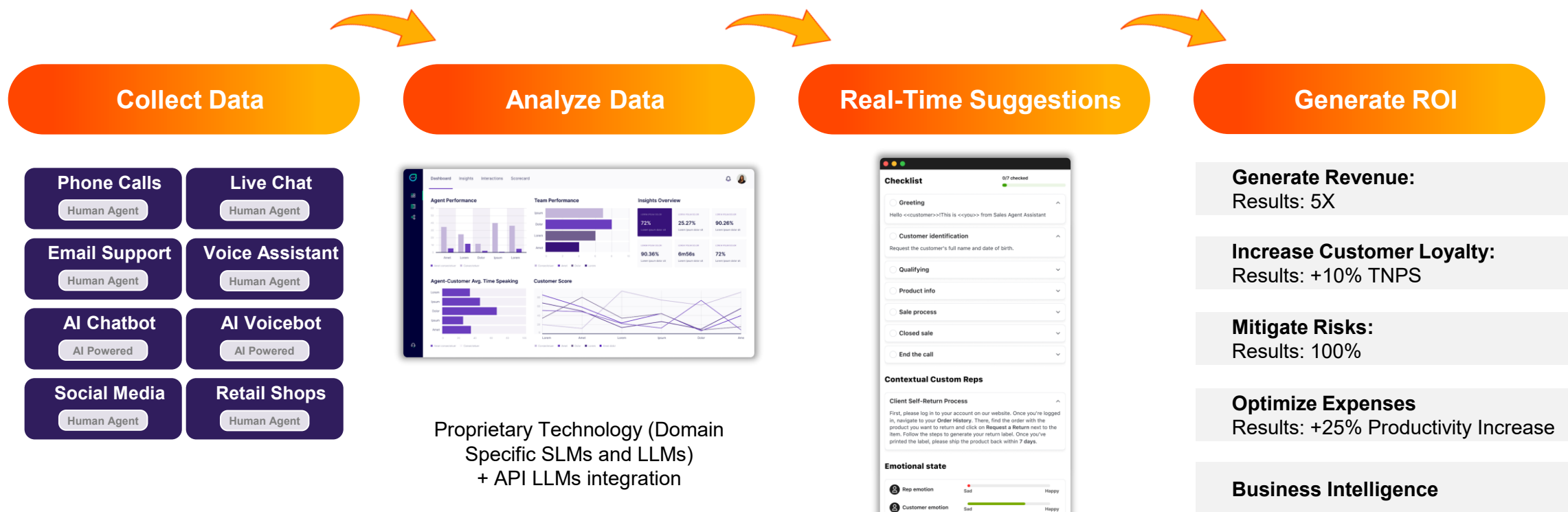




**What if your entire workforce
performs like your best agent,
human or AI?**

Revenue OS – the Orchestration & Optimization Layer

RepsMate transforms generic LLMs into 'Company Specific SLMs'.



Beyond Analysis – Elevating Human Conversations

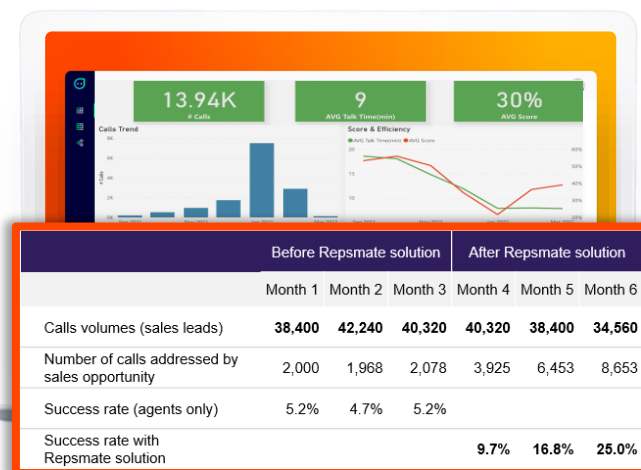


Telesales – Case Study



Telesales Augmentation:

Platform enhances agent capabilities by analyzing 100% of top-performing agents' behaviors, identifying specific conversation patterns that drive results, and **actively guiding agents to replicate these winning approaches** for improved deal conversion among the telco's sales team.



Impact across customer:

- ✓ **35% Higher Sales Conversion**
Through real-time coaching and behavior adoption
- ✓ **10% Better Customer Loyalty**
By ensuring consistent, high-quality interactions
- ✓ **25% Productivity increase**
With AI augmentation eliminating manual tasks
- ✓ **13% Reduction in complaints**
Through proactive guidance on potential issues

Key takeaways: The client implemented our RepsMate to identify success factors driving top performers and **actively coach other agents in real-time** to adopt these patterns, **increasing conversion rate by 35%**, while improving other KPIs.



How we do it & Why it works

Enterprise-Grade capabilities you can see in action

- ✓ +95% accuracy for **any language in 8 weeks**
- ✓ +85% accuracy identifying **emotions**, client & agent emotion interplay
- ✓ **Adaptive** scripts & scorecards **by segment and behavior**
- ✓ Optimize **conversion drivers**: script adherence, emotional correlation, handling objections, alarm flags
- ✓ Each **agent** gets **its own AI insights** (individual performance vs script & emotions);
- ✓ Agent **upskilling** - we teach each agent, specifically, how to improve
- ✓ Organizational learning - **sales scripts continually improve** based on what works
- ✓ Get **intelligence from data**: customer segmentation, personalize, ideas for new products & campaigns
- ✓ **100% customizable platform** by company, department & channel

Join RepsMate Ecosystem!



Alin Rosca

CEO & Founder
@RepsMate



alin@repsmate.com



+40 765 496 436

Industry Leaders

Telecom



Banking



Healthcare



Retail



Insurance



40+

40+ Top Tier Strategic Partners



+40

50

Technology Fast 50
2023 CE LAUREATE
Deloitte

Laureate of the Deloitte 2023
Impact Stars award

Microsoft for Startups
Founders Hub

NVIDIA
INCEPTION PROGRAM

SCALE UP
by endeavor



EUROPEAN
CUSTOMER CENTRICITY AWARDS
WINNER 2024

