



VESS 360

Reveal emotions out of Human Voices
from text-based to true voice sentiment analytics



Join the Voice Revolution with Vess360!



excitement, anger, sadness,

||| Customer Satisfaction Survey Research for call centers

- ✓ Annoying for customers
- ✓ Disappointing response ratio
- ✓ Not covering the target group
- ✓ Lacks action-oriented insights
- ✓ Subjective



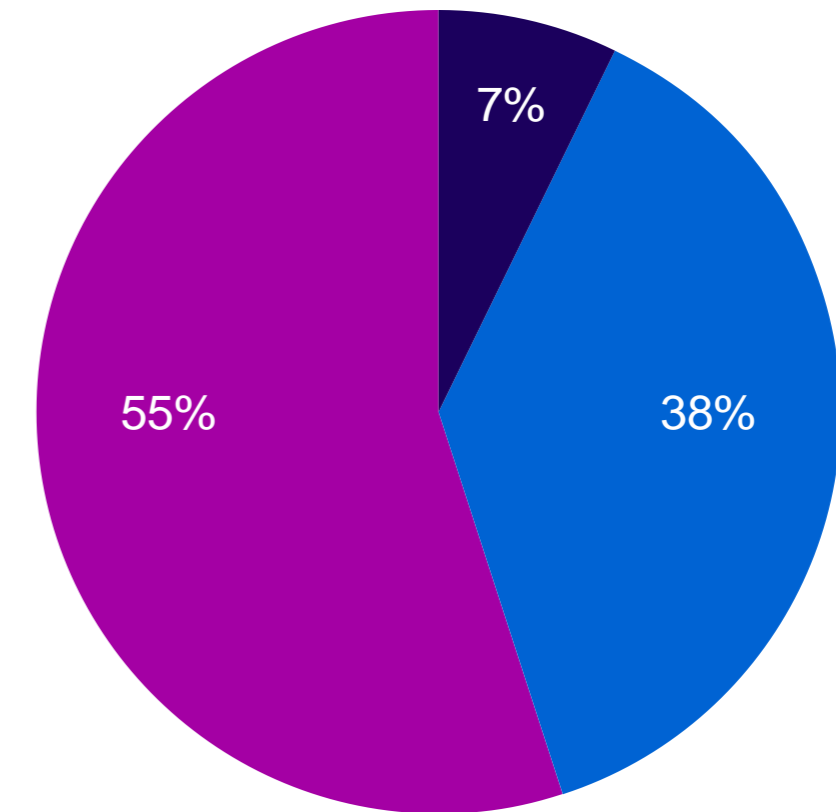


Satisfaction is an emotion

It's not about *what* a client says,
but *how* client says it.

Vess360 reveals emotion from the voice
not from text

How people express satisfaction

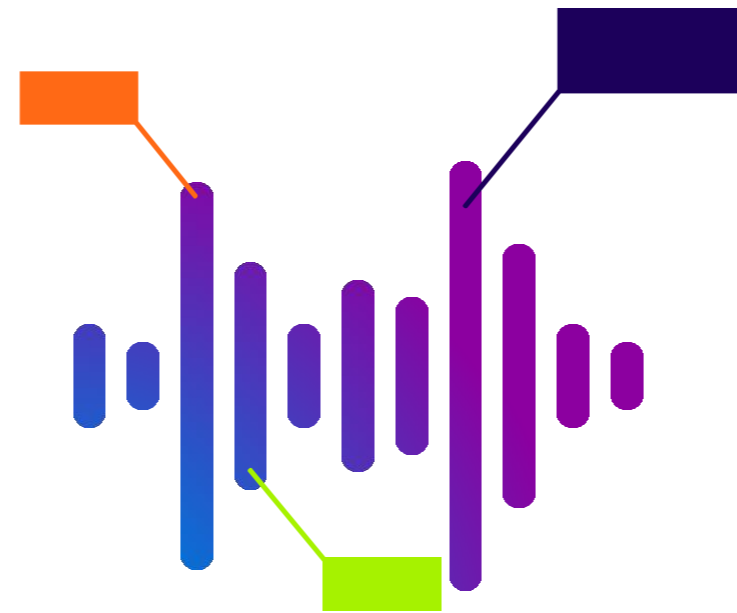


*Professor Emerites of Psychology - Albert Mehrabian

How Vess360 works



Calls



Vess360 Algorithms



Sentiment Analytics 2.0

Vess360 advantages



Voice analytics

Reveals the 6 universal emotions

100 % Response - all calls -

Satisfaction from intonation

Context analytics

Not annoying

100% target group

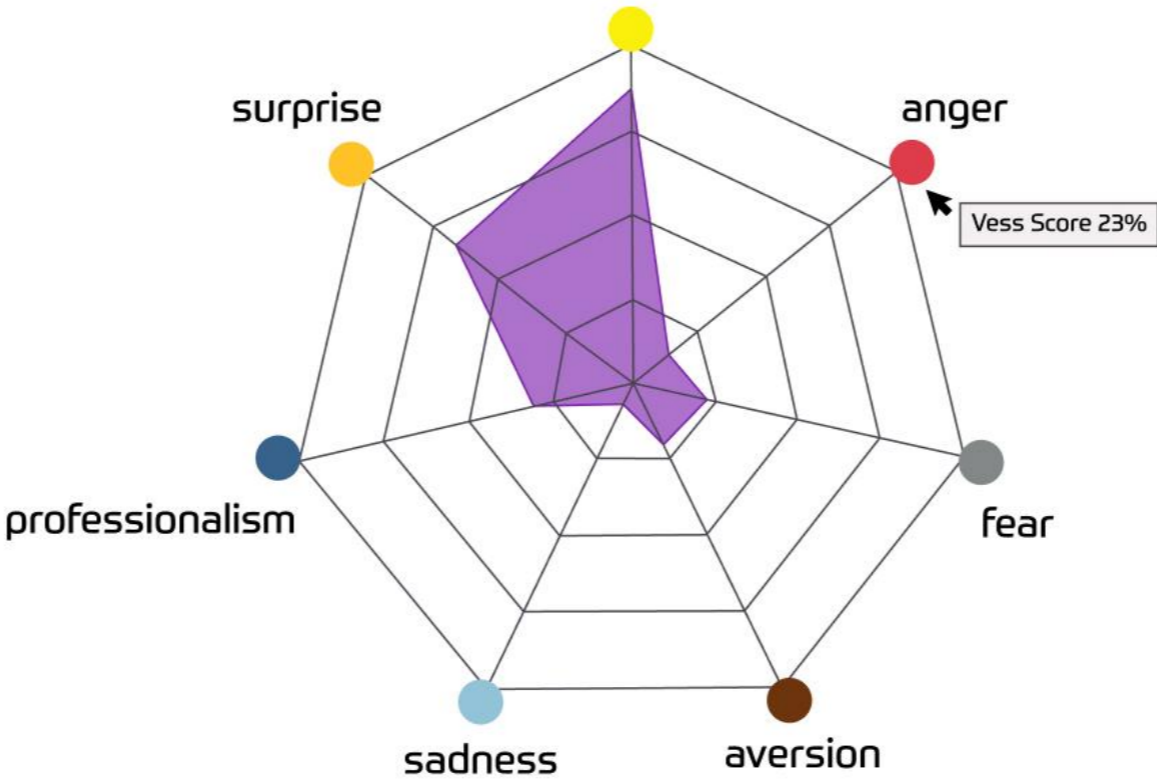
Sentiment score dashboard

Dashboard

- Average voice sentiment
- Detected voice emotions**
- Voice sentiment per word
- Word count
- Most predominant words
- Most frequent words
- Detected voice scores
- Detailed voice scores

Detected Voice Emotions

Calls 1 to 10
happiness

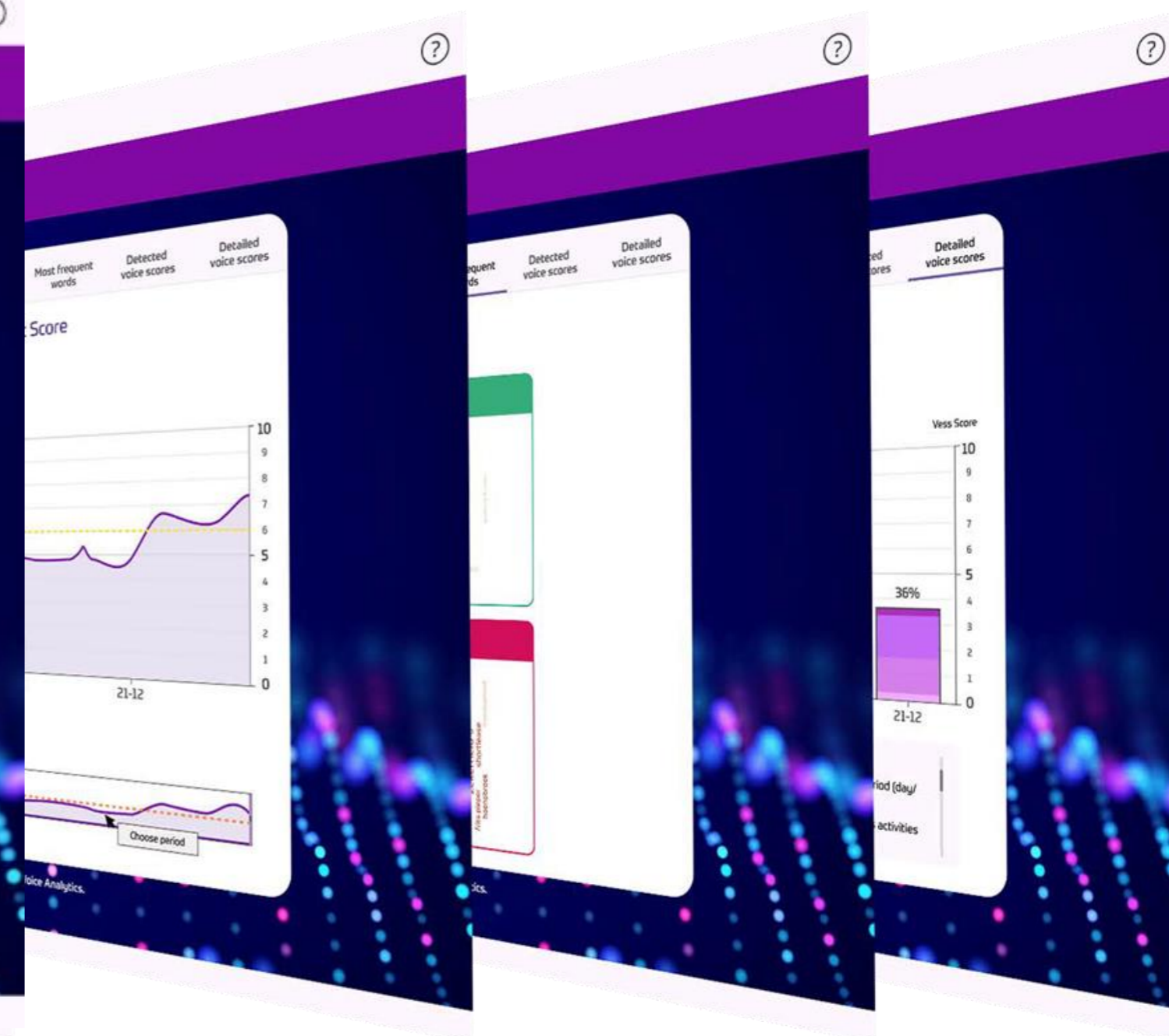
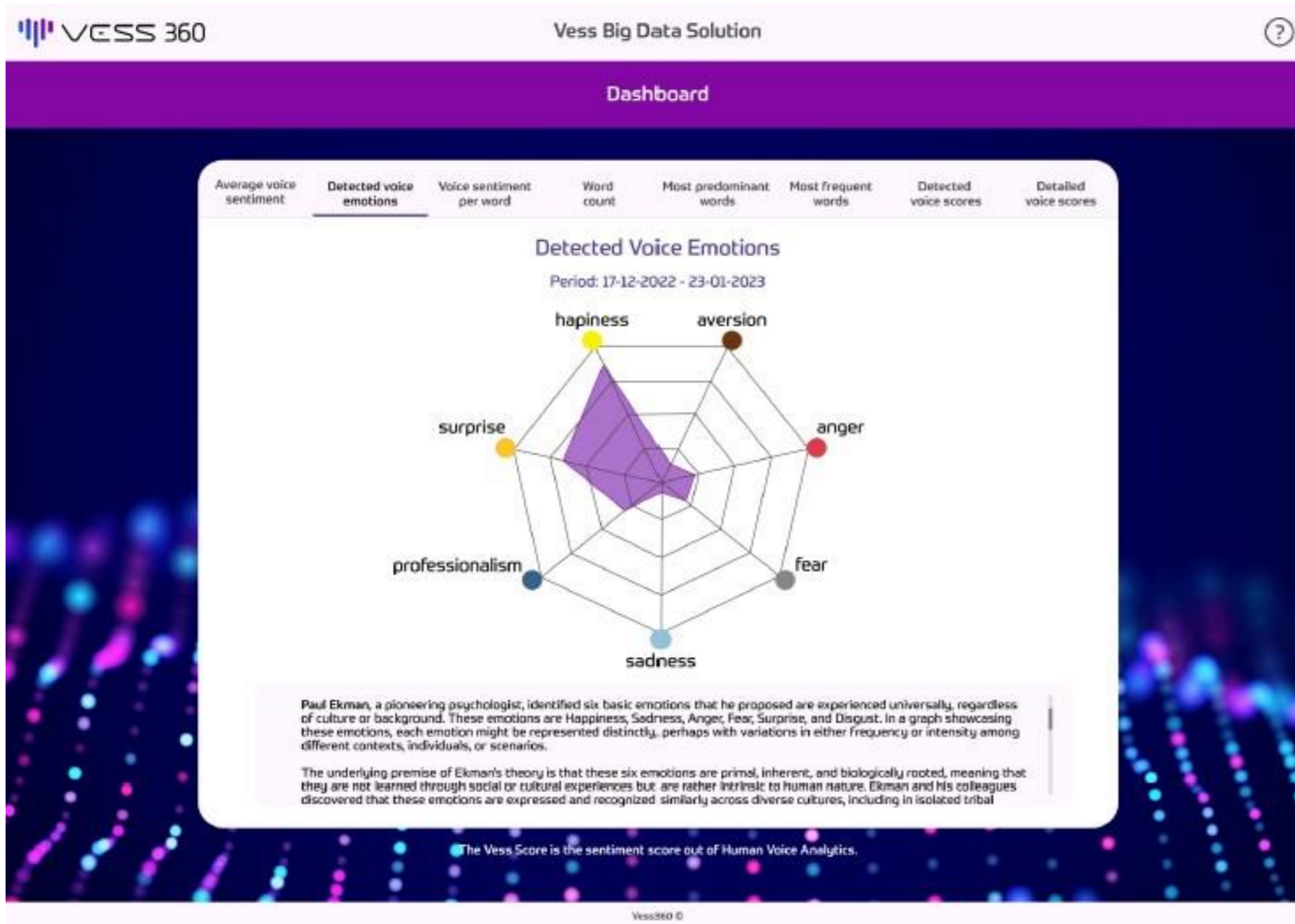


Paul Ekman, a pioneering psychologist, identified six basic emotions that he proposed are experienced universally, regardless of culture or background. These emotions are Happiness, Sadness, Anger, Fear, Surprise, and Disgust. In a graph showcasing these emotions, each emotion might be represented distinctly, perhaps with variations in either frequency or intensity among different contexts, individuals, or scenarios.

The underlying premise of Ekman's theory is that these six emotions are primal, inherent, and biologically rooted, meaning that they are not learned through social or cultural experiences but are rather intrinsic to human nature. Ekman and his colleagues discovered that these emotions are expressed and recognized similarly across diverse cultures, including in isolated tribal

The Vess Score is the sentiment score out of Human Voice Analytics.

Vess360 Dashboard



Get in contact



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