



Intelligent Call Center Analytics

Everyday in call centers in Europe:

2.3 Million conversations remain unanalyzed

€847,000 in potential revenue slips away unnoticed

156 customer escalations could have been prevented



100+ Languages



2-Min Analysis



Enterprise Security



Advanced Analytics

Millions of calls, **zero insights**



80%

**of valuable call center data
remains unused and unanalyzed**



15%

**annual revenue loss due to lack of
early escalation detection**

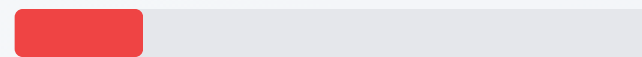


Weeks

**for manual analysis while business
decisions need real-time action**



Millions of daily calls



Only 20% of data is analyzed



Minimal insights

Yameo AI: Complete Analytics Solution

Transform every conversation into valuable business insights

Automatic Transcription

Support for **100+ languages**

English

Spanish

+98 more

Speaker Diarization

Automatic speaker separation in **mono recordings**

 Agent

 Customer

CRM Integration

Connect with **any CRM system** and metadata sources

2-Minute Analysis

Complete insights delivered **within 2 minutes** after call ends

 Fast processing



Call Recording



Transcription



AI Analysis



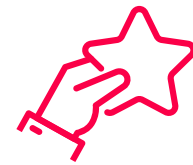
Insights

< 2 minutes

Yameo AI: What makes it valuable?



Increase the quality of service



Better understand the customer needs



Transform the way the service is handled



Eliminate repeated errors

Yameo AI: What can you achieve?



Detect problems **before** there will be crisis



Teach consultants on real use-cases



Improve the quality of scripts and procedures



Catch **repeated successes**



Align the service to **company standards**

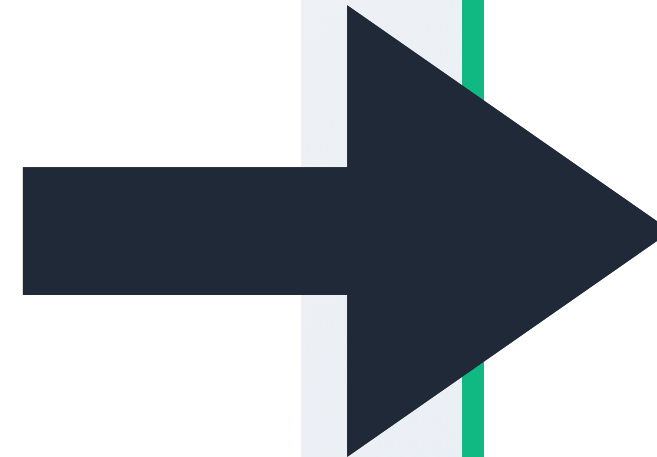


Build Good practices in your organization

Why not **add value**

How it is today

- Chaos & Guessing
- 20% of conversations analyzed
- Weeks to generate reports
- 15% annual losses
- Overworked Agents



After implementing **Yameo AI**

- ✓ Precise Data
- ✓ 100% of conversations analyzed
- ✓ 2 minutes to insights
- ✓ 23% increase in retention
- ✓ Motivated Team
- ✓ Allow specialist to be focused on 1:1 talks with agents

Beyond **Basic Sentiment** Analysis

Comprehensive analytics vs. traditional solutions



Yameo AI Advantage

Comprehensive Analysis

20+ advanced metrics beyond basic sentiment

Business Context

CRM integration for customer-specific insights

Predictive Analytics

Escalation & churn prediction, not just detection

Actionable Insights

Specific recommendations, not just scores

Standard Solutions

Basic Sentiment Only

Positive/Negative/Neutral classification

Agent Scoring

Simple performance ratings without context

Isolated Metrics

No business context or customer history

Reactive Approach

Reports problems after they occur



Standard Analytics Included

Categorization

Summarization

Customer Satisfaction

Issue Resolved

Potential Escalation

Profanity Detection

Service Quality

Keyword Warning

Customer LTV

Call Duration

Agent Performance

Compliance Check

Emotion Analysis

Intention Recognition

Topic Modeling

Upsell Opportunity

Churn Risk

Script Adherence

Resolution Time

Follow-up Required

Use Case: Insurance Industry

Proactive claims management and customer satisfaction

⚠ Escalation Detection

Identify dissatisfied customers **before legal** action is initiated

📁 Auto-Categorization

Classify claims by **type and urgency** in real-time

🛡 Fraud Detection

Detect potential **fraudulent claims** during initial calls

💖 Satisfaction Monitoring

Continuous **customer sentiment analysis** during claims process

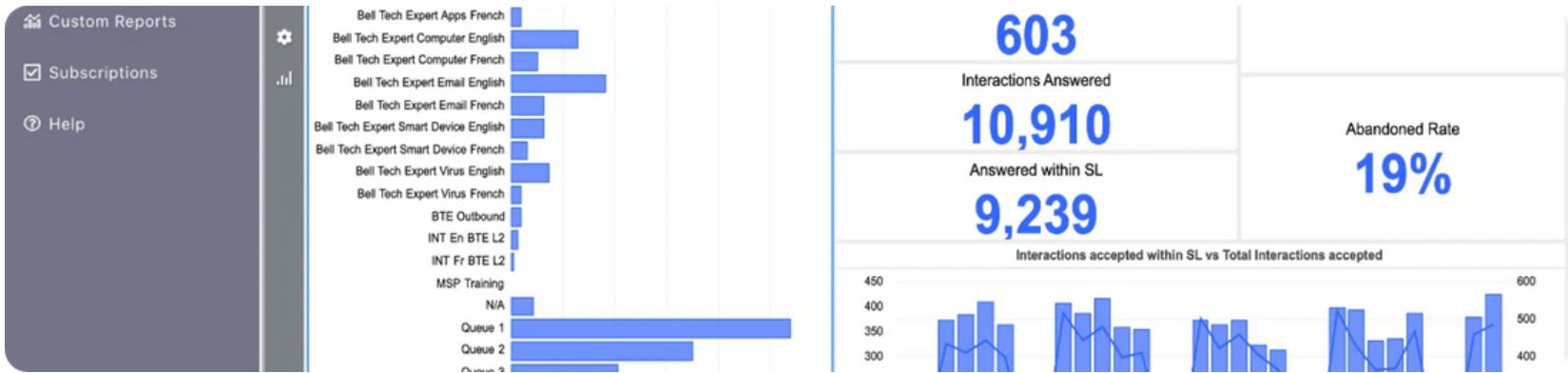
Measurable Results

68%
escalation reduction

23%
retention increase

45%
faster processing

30%
fraud reduction



Insurance industry analytics dashboard

Escalation Detection Process



Call



AI Analysis



Alert



Intervention

Use Case: E-Commerce & Retail

Optimize customer experience and drive sales growth

Purchase Intent Detection

Identify customers ready to buy and **optimize conversation timing**

Product Feedback Analysis

Automatic analysis of **product complaints and suggestions**

Delivery Issue Prediction

Predict and prevent **shipping and delivery problems**

Upsell Opportunities

Identify perfect moments for **cross-sell and upsell offers**

Business Impact

32%
conversion increase

28%
upsell success

41%
faster resolution

19%
return reduction



E-commerce customer journey analytics

Customer Journey Optimization



Product Inquiry



Intent Analysis



Targeted Offer



Conversion

Seamless Integration with **Your Ecosystem**

API-first approach for effortless connectivity



CRM Integration

Integration with popular CRM systems



Salesforce



HubSpot



Dynamics



Business Metadata

Enrich analysis with contextual data

Contract Length

Customer LTV

Contract Value

Service History

Customer Segment

Payment Status



API-first Approach

Easy integration with any system

REST API

Webhooks

SDK

✓ Available

✓ Available

✓ Python, Node.js



Real-time Enrichment

Data enrichment during analysis

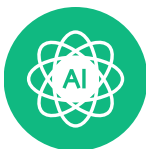
● Customer data from CRM

● Interaction history

● Business context



Call Center



Yameo AI



CRM/ERP



Analytics

Data Integration Flow

Dashboards Tailored to **Your Needs**

Power BI dashboards with ready templates and rapid customization



Ready Templates

For different **industries and use cases** - insurance, telco, e-commerce



2-Day Customization

Quick adaptation to **your company's specifics** and business needs



Self-service Analytics

Create **custom reports** without IT support



Mobile-ready

Access from **any device** - desktop, tablet, smartphone

Available Dashboard Types



Executive

KPI's & Business metrics



Operational

Operational metrics



Agent Performance

Agent Efficiency

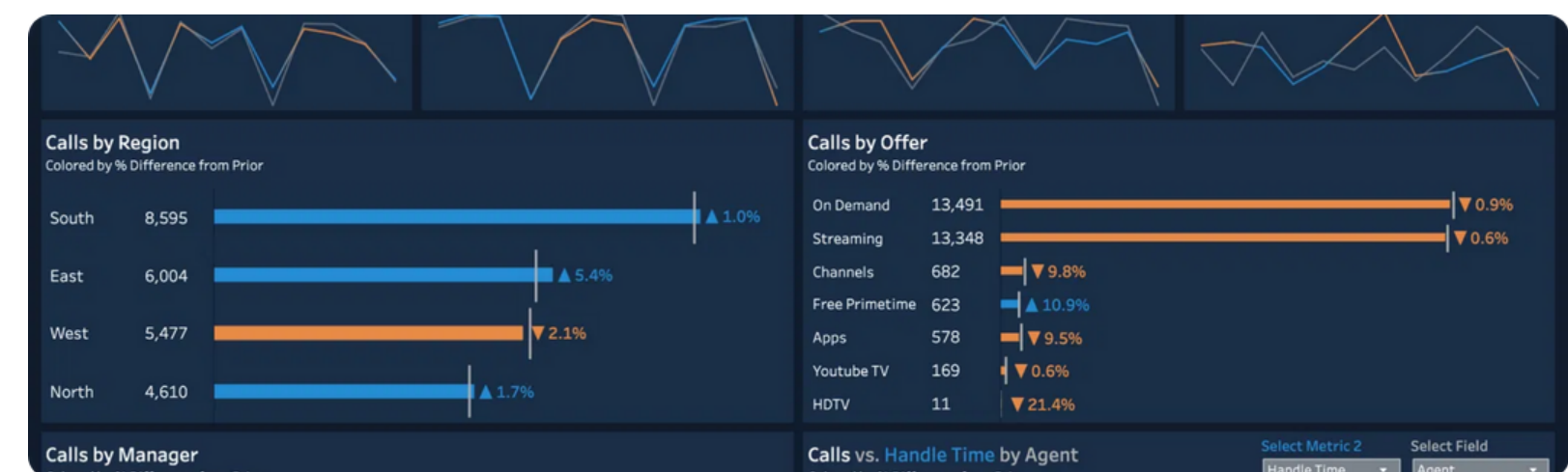


Quality Assurance

Quality Control



Power BI Integration



Example analytics dashboard in Power BI

50+

Ready widgets

24/7

Data updates

10+

Industry templates

2 days

Customization time

Enterprise-grade Security

Complete data control with highest security standards

Your Subscription Deployment

Full data control - everything runs in your infrastructure

Zero Data Learning

AI models **don't learn from your data** - privacy guaranteed

Data Residency

Data remains in **your jurisdiction** per local regulations

End-to-end Encryption

Data encryption in transit and at rest



Certifications & Compliance



SOC 2
Type II



GDPR
Compliant



ISO 27001
Certified



HIPAA
Ready

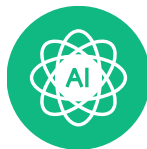
Additional Security:

- Multi-factor authentication (MFA)
- Role-based access control (RBAC)
- Audit logs & monitoring
- Regular security assessments

Security Architecture



Your Infrastructure
Azure/AWS/GCP



Yameo AI
Secure Deployment



Encrypted Data
AES-256



Monitoring
24/7 SOC

Real World: Major Power-grid Supplier in Poland

Enhanced Customer Communication & Service Experiences



Proactive Issue Resolution

Leverage Yameo AI's real-time analysis and escalation detection to identify and address customer concerns regarding power outages, billing discrepancies, or technical issues before they escalate, ensuring grid stability and customer satisfaction.



Optimized Service Delivery

Utilize automatic transcription and 2-minute insights to rapidly categorize customer inquiries (e.g., outage reports, service requests, billing questions) and route them to the appropriate department, significantly reducing resolution times and improving operational efficiency.



Improved Customer Experiences

Gain a deeper understanding of customer needs and pain points through comprehensive sentiment analysis and topic modeling, enabling the power grid supplier to tailor communication, enhance service quality, and build stronger customer relationships.



Operational Efficiency & Cost Reduction

By analyzing 100% of call center interactions, Yameo AI helps to identify root causes of repeated issues, optimize call scripts, and reduce manual analysis efforts, leading to substantial cost savings and a more efficient workforce.



Started as a Proof of Concept



Now fully enrolled in their Contact Centers and Customer Service Department



On average 60% costs saved per customer interaction compared to traditional means



Real World: Continental Insurance Company in Europe

Driving Customer Retention and Fraud Prevention

Advanced Fraud Detection

Implement Yameo AI's sophisticated fraud detection capabilities during initial calls to identify suspicious patterns and potential fraudulent claims, leading to a significant reduction in annual losses and protecting company assets.

Proactive Customer Retention

Utilize escalation detection and satisfaction monitoring to identify dissatisfied customers or those at risk of churn, allowing for timely interventions and personalized solutions that can lead to a substantial increase in customer retention.

Streamlined Claims Processing

Leverage auto-categorization to classify claims by type and urgency in real-time, accelerating processing times by up to 45% and improving overall operational efficiency in the claims department.

Personalized Customer Engagement

Gain deep insights into policyholder needs and preferences through comprehensive analysis of interactions, enabling the insurance company to offer tailored products, improve cross-selling opportunities, and enhance customer loyalty.

Enhanced Agent Performance

Enhanced Agent Performance: Provide agents with actionable insights and real-time feedback based on call analysis, improving their ability to handle complex cases, adhere to scripts, and deliver consistent, high-quality service.

 **Started as a Proof of Concept**

 **Now fully enrolled in their Claims Department, with current plans for full enrollment to other Customer Service Departments**

 **45% less customers lost after 6 months of usage**

Real World: Big Telecom Provider in Central Europe

Elevating Customer Service and Boosting Sales



Boost Sales & Up-Sell Opportunities

Identify perfect moments for cross-sell and upsell opportunities by analyzing customer conversations for purchase intent and product interest, driving revenue growth and maximizing customer lifetime value.



Personalised Customer Journeys

Map and optimize customer journeys by understanding interaction history and preferences through CRM integration and business context analysis, enabling the telecom company to deliver highly personalized support and offers.



Rapid Problem Resolution

Utilize 2-minute analysis and predictive analytics to quickly detect and resolve customer issues related to network connectivity, billing, or service activation, significantly improving first-call resolution rates and customer satisfaction.



Reduced Churn & Improved Loyalty

Proactively identify customers at risk of churn through churn risk prediction and sentiment analysis, allowing for targeted retention strategies and personalized outreach to maintain a loyal customer base.



Operational Excellence

Improve call center efficiency by automating call categorization, optimizing agent scripts, and reducing manual reporting, freeing up resources to focus on complex customer needs and strategic initiatives.



Started as a Proof of Concept



Now fully enrolled in their Contact Centers across 5 countries. Plans to expand to Southern and Western European countries



On average 65% costs saved per customer interaction compared to traditional means



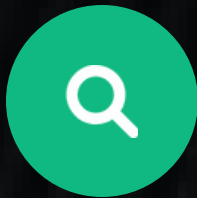
50% less churn after 3 month period



20% increase in cross- & up-sell sales with customers after 5 month period

Let's Start Collaborating

Transform your call center into a business insights hub



Free Audit

Analysis of your needs and call center optimization opportunities



2-Week POC

Quick test with real data and first results



Dedicated Support

Expert team at your disposal throughout the process

Start Today!

ROI:	2-9 months
Implementation:	3 weeks
Support:	24/7

Join 100+ companies already using Yameo AI

Ready for Transformation?

Contact us today and see how Yameo AI can boost your call center efficiency.

✉ contact@yameo.eu

☎ +31 (0)85 210 0982

🌐 www.yameo.eu



Schedule a Call

BOOK NOW

