



Revolutionizing Contact Centers, One
Customer Interaction at a Time!

Problem

Organizations worldwide encounter two main challenges:

42%

of representatives switch jobs each year,
mainly due to poor management and lack of
job satisfaction.
(Nice)

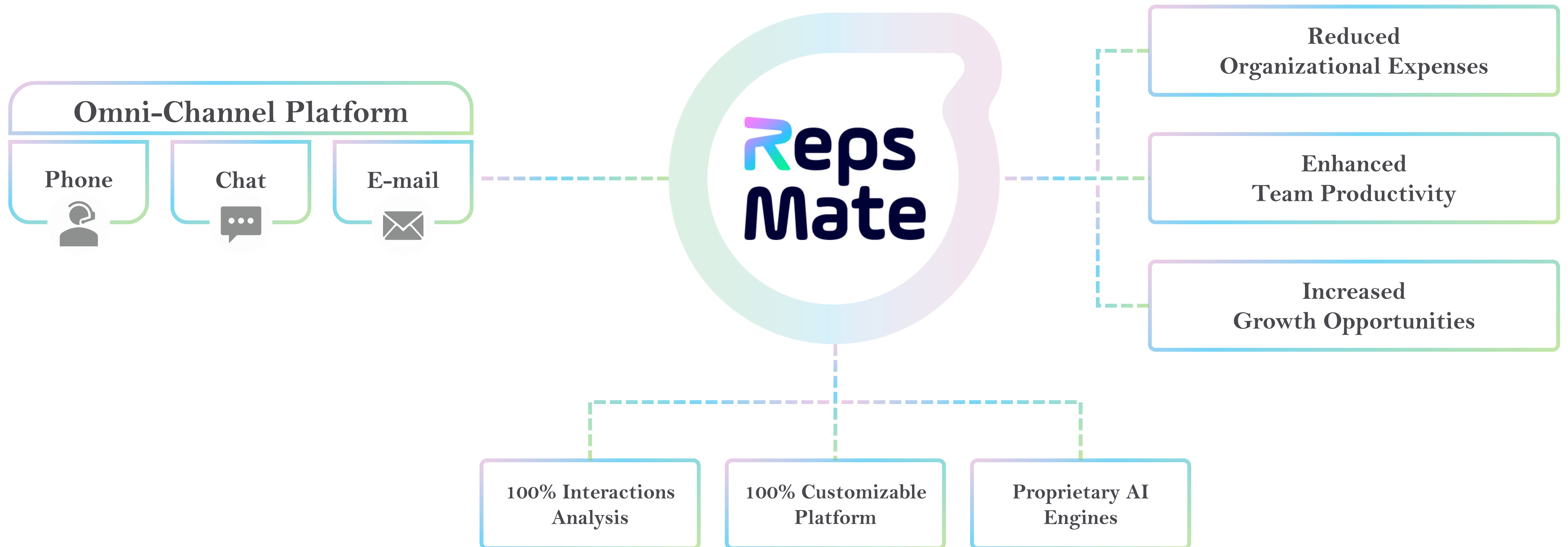
32%

of all customers will stop doing
business with a brand they love after
one bad experience.
(PWC)



What RepsMate does:

It analyze 100% of interactions to identify actionable insights!



Tracking & improving KPIs

Reduced Organizational Expenses

- ✓ Reduced interaction costs and increased first call resolutions by addressing customer needs effectively;
- ✓ Increased productivity using data-driven insights;
- ✓ Minimized regulatory fines and penalties by monitoring required disclosures, accordingly to industry standards;
- ✓ Lowered employee turnover due to increased job satisfaction;
- ✓ Decreased recruitment expenses due to reduced attrition;
- ✓ Decreased lost opportunities by real-time guidance for agents.

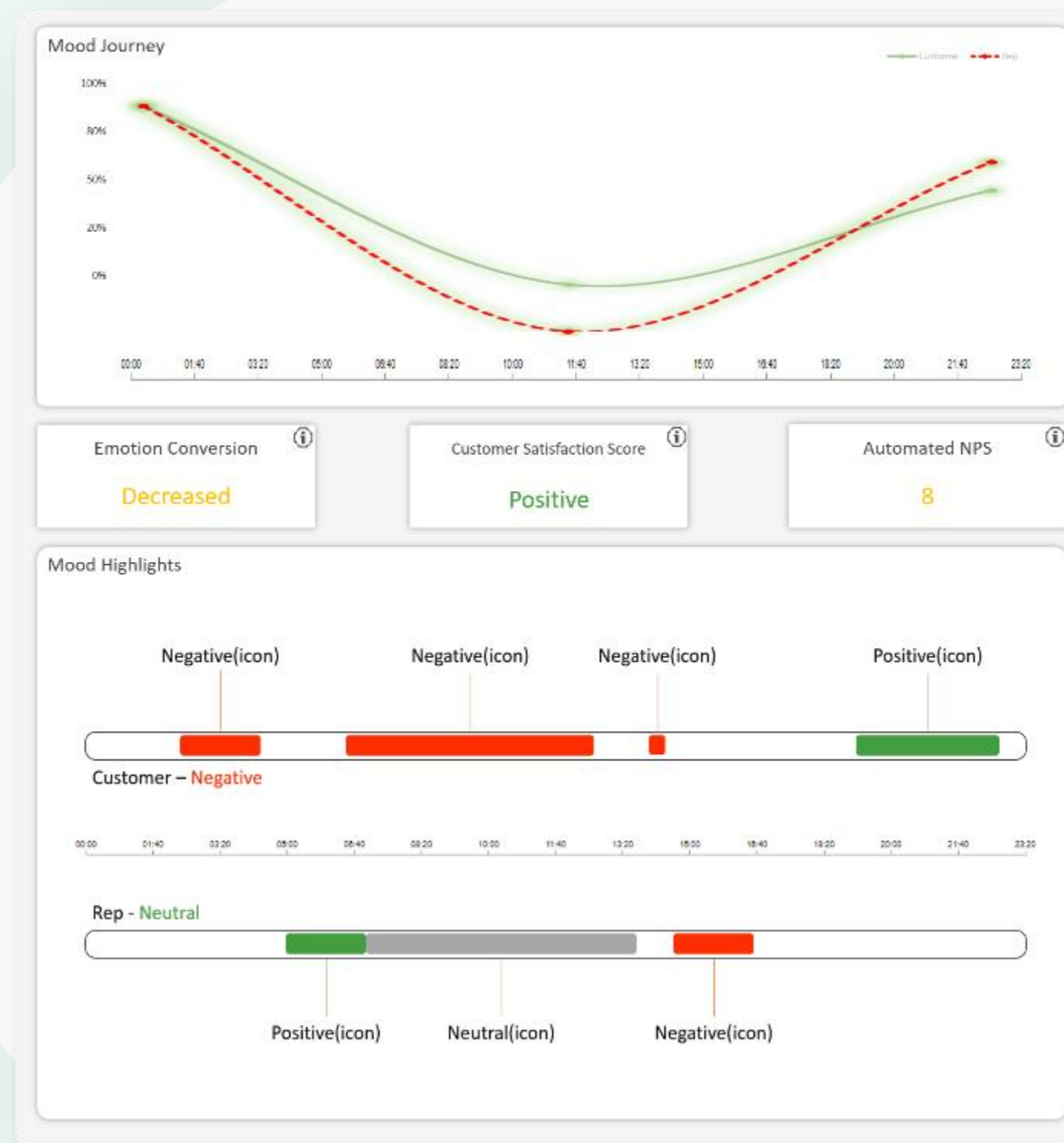
Enhanced Team Productivity

- ✓ Targeted, personalized training for agent skill enhancement
- ✓ Efficient call guidance to maximize agent effectiveness
- ✓ Boosted KPI achievement, driving agent satisfaction and business growth
- ✓ Strengthened agent loyalty and contentment through goal-oriented gamification
- ✓ Improved agent performance via incentive-based rewards
- ✓ Easy implementation of best practices within the organization

Increased Growth Opportunities

- ✓ Improved Net Promoter Score and customer satisfaction
- ✓ Increased customer trust and retention for repeat business
- ✓ Enhanced conversion rates for increased revenue
- ✓ New Revenue Opportunities and Upselling Potential
- ✓ Consistent adoption of brand standards for improved brand image

Customer & Agent Interaction



Reporting & Insights

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

What is Dark Data?

The term "dark data" refers to information that organizations collect during their daily operations but do not currently exploit. Through artificial intelligence, this data can be processed and analyzed. Most organizations have vast amounts of dark data – this valuable resource can be exploited to enhance business operations and representatives' efficiency.

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.



Helps managers to deliver
high-quality feedback

Saves up to 80% of costs
related to monitoring calls

Identifies representatives'
improving opportunities

Identifies customers needs and
preferences to assist business
decisions

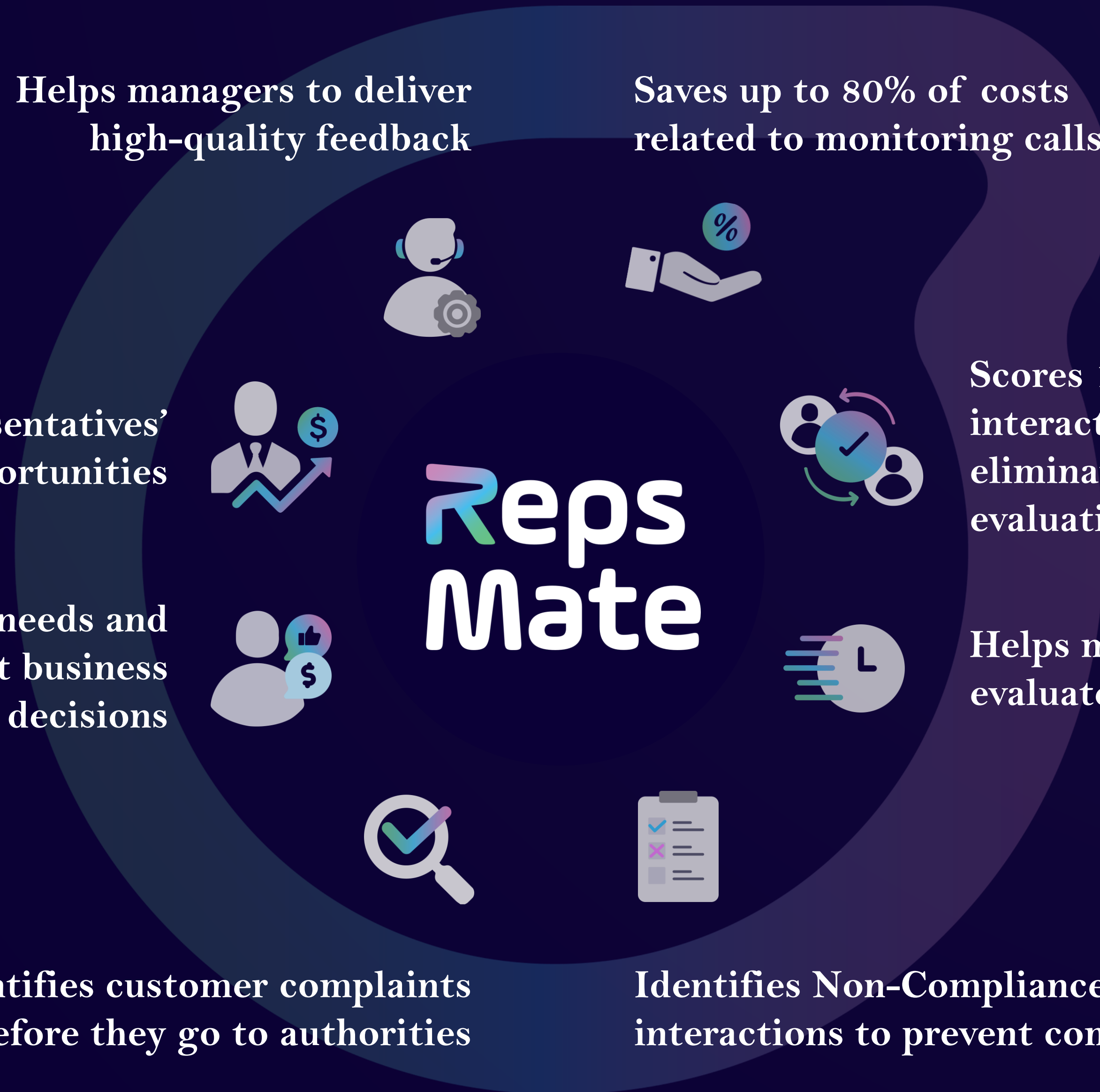
Identifies customer complaints
before they go to authorities

Identifies Non-Compliance
interactions to prevent complaints

Scores 100% of
interactions and
eliminates random
evaluations

Helps managers to
evaluate 9x faster

Main
benefits



 Reps Mate

Trusted by:

EMAG

 **vodafone**



REGINA MARIA

tbi bank

TELEKOM



 **affidea**

 **elicom**

 **CONSILO**

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

Reps Mate

Thank you!



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Software

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