T.A.L.K.

Transcripts • Artificial Intelligence • Logs • Keywords

Team
#Koki's Kookies
Koki Narimoto
*Team Lead*

Adarsh Garg

Shaurye Mahajan

Bryan Xu
*Scribe*

Sydney Lim

Zion Wang

**Mentors:**
- David Ron
- Rachel Pham
- Yinon Rousso
- Lauren Hedberg

---

T.A.L.K.

#Koki's Kookies
Our Agents

Sydney
Not using T.A.L.K.

Bryan
Using T.A.L.K.
Our Agents

Sydney

Not using T.A.L.K.

35 Calls
Our Agents

35 Calls = Average
Our Agents

Bryan

Using T.A.L.K.

60 Calls
Present Day

Sydney
35 calls/day

Bryan
60 calls/day
A Month Ago...

Sydney
35 calls/day

Bryan
20 calls/day
Traditional Call Logs

Sydney
Sales Agent

Sales Call Notes (02/02/2022)

- Call from (missed his name)
- Asking about the switch
- Deals ??
- Not sure about a potential sale...
T.A.L.K.'s Call Logs

Bryan
Sales Agent
Shaurye
T.A.L.K. Developer
What is T.A.L.K.?

Transcripts
Artificial Intelligence
Logs
Keywords
T.A.L.K.'s Technical Specialists

Zion
Senior Developer

Adarsh
Technical Manager
Transcription

- Transcriptions generated by IBM Watson
- Allows agent to solely focus on the client
- Can refer back to the transcript for all call details
Keywords

- Important keywords extracted with Google Cloud
- Keywords include:
  - Names
  - Companies
  - Products
  - Locations
Client's sentiment is determined using Google Cloud

Sentiment categories:
- Very Negative
- Negative
- Neutral
- Positive
- Very Positive

Used to guide sales follow-ups
Call Summary

- Leverages NLP Cloud Summarization to create a concise summary
- Agents can get a gist of the call at a glance
Search Bar

- Search through any data field of a call log containing specified words
  - Keywords
  - Sentiment
  - Phone Number
  - Summary
  - Transcript
T.A.L.K.
A Month Later...

Sydney
70 calls/day
The Innovation Behind T.A.L.K.

**Keywords**
Most impactful words in your call

**Sentiment**
General conversation result

**Summary**
Brief overview – no need to read long texts!
T.A.L.K.

All-in-one platform for sales

Client-focused calls lead to higher success

Diverse industry applications
T.A.L.K.

Give Us A Call!

855-402-6500

Koki Narimoto  Adarsh Garg  Bryan Xu  Sydney Lim  Zion Wang  Shaurye Mahajan