UCSB

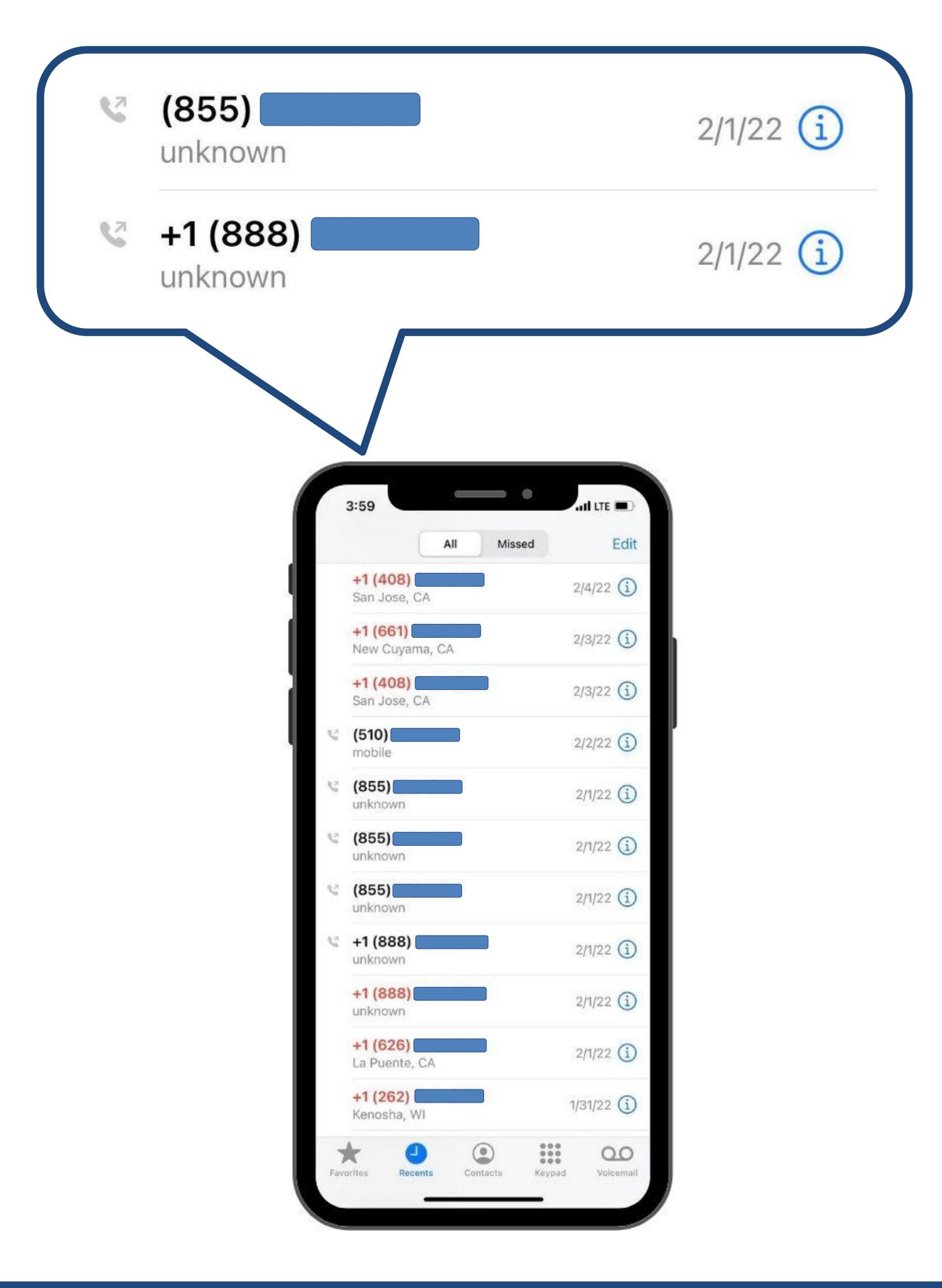
T.A.L.K.



Transcripts · Al · Logs · Keywords

THE PROBLEM

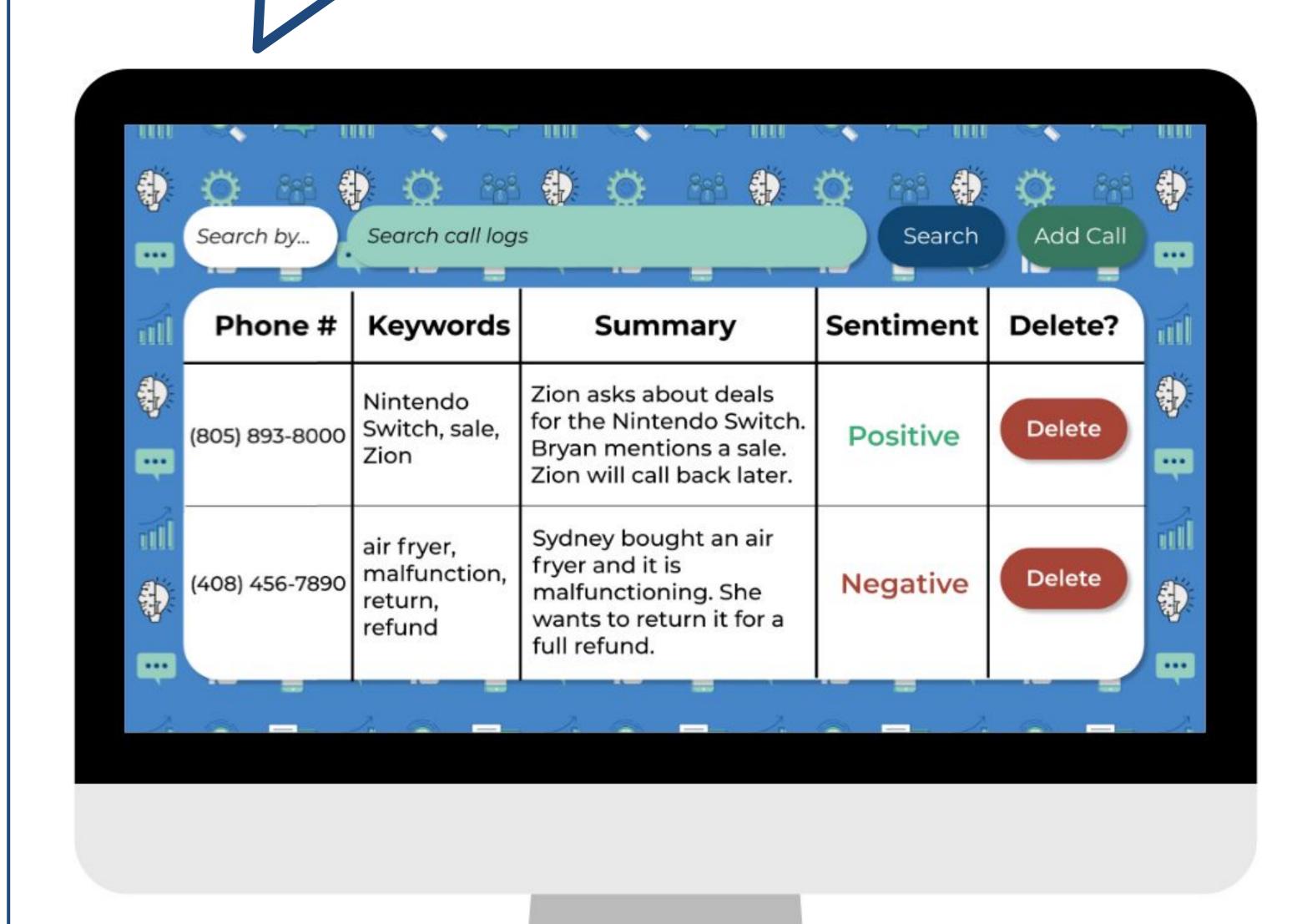
The lack of information in a traditional phone log makes it difficult for sales agents to tie a call to a conversation.



OUR SOLUTION

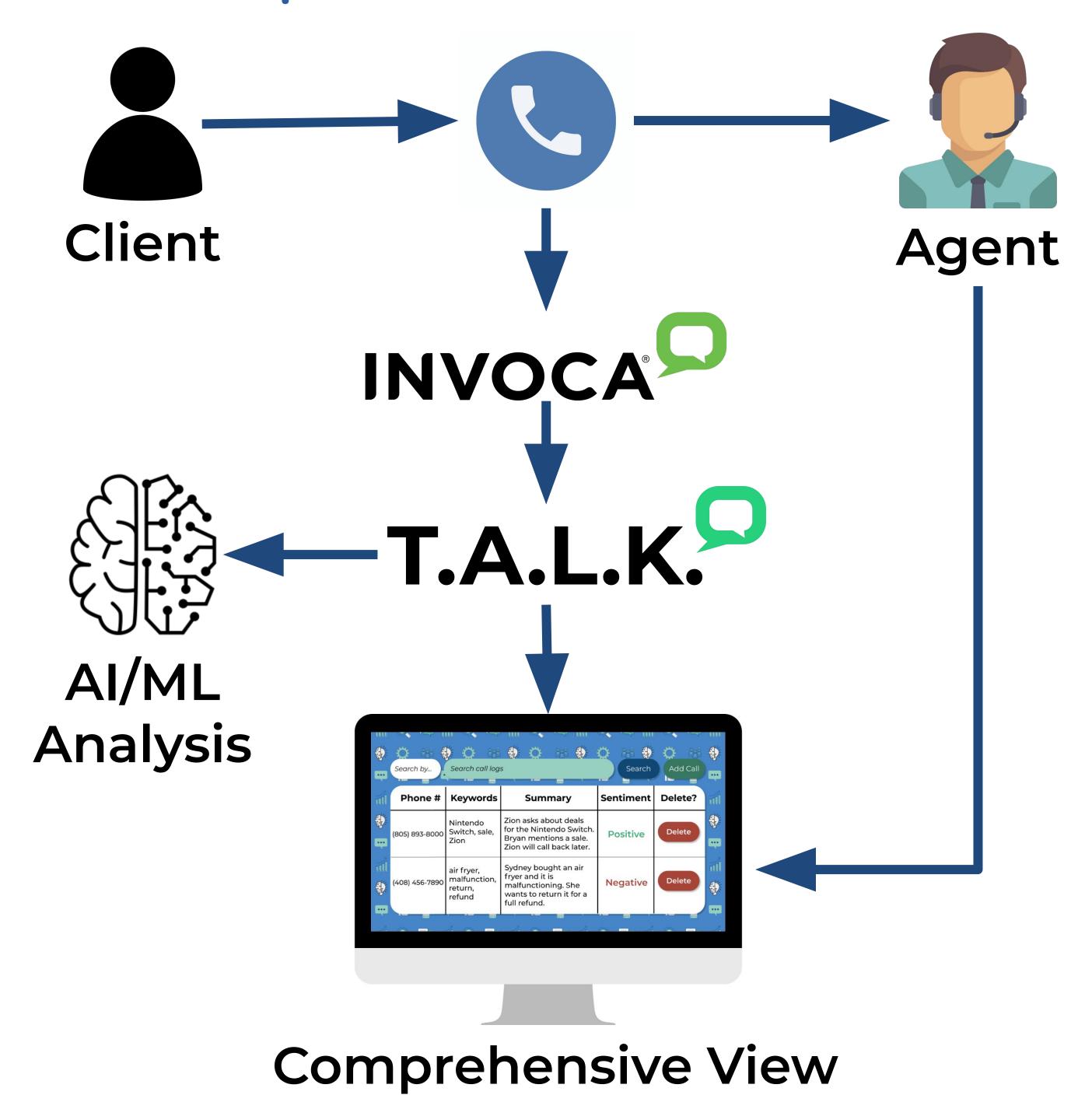
T.A.L.K.'s detailed call analysis helps sales agents recall conversations to guide sales follow-ups.

Phone #	Keywords	Summary	Sentiment
(805) 893-8000	Nintendo Switch, sale, Zion	Zion asks about deals for the Nintendo Switch. Bryan mentions a sale. Zion will call back later.	Positive



THE INNOVATION

- Multi-cloud solution displays critical call information in a single view
- Near real-time transcriptions generated by IBM Watson retain important details
- Agents can easily remember conversations with NLP Cloud's concise summaries
- Google Cloud's Natural Language Al identifies important keywords and the client's sentiment to guide sales follow-ups



UCSB

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mongoDB

