THE PROBLEM

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

<table>
<thead>
<tr>
<th>Phone #</th>
<th>Keywords</th>
<th>Summary</th>
<th>Sentiment</th>
</tr>
</thead>
<tbody>
<tr>
<td>(855)</td>
<td>Nintendo Switch, sale, Zion</td>
<td>Zion asks about deals for the Nintendo Switch. Bryan mentions a sale. Zion will call back later.</td>
<td>Positive</td>
</tr>
</tbody>
</table>

OUR SOLUTION

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

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 AI identifies important keywords and the client’s sentiment to guide sales follow-ups

Team Koki’s Kookies

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Technologies

IBM Watson, React, MongoDB.