

# RANK MINER

PREDICTIVE ANALYTICS

*Analyze. Predict. Prescribe.*

*Analyze* calls automatically...

*Predict* business outcomes...

*Prescribe* optimal actions.

Analýza řeči – Voice Analytics

„JAK?“

jen krůček od magické koule - předpověď lidského chování

# The Future of Call Centers

Machine Learning



Emotional Voice Analytics



Predictive Modeling



Revolutionizing Call Centers  
**20%+ in productivity**  
**Within 6 months**

# Unlock Hidden Value in Your Investments



## Infrastructure & Systems



INCREASE

**Productivity  
of Your Systems**



## Prospects & Customers



INCREASE

**Customer  
Loyalty**



## Agents & Managers



INCREASE

**Employee  
Retention**

# Enhancing the Agent/Customer Experience

Today



- Multiple systems to interact with
- Product knowledge to memorize



**Unmet Customer Expectations**



“Your AI Agent assistant”



Future

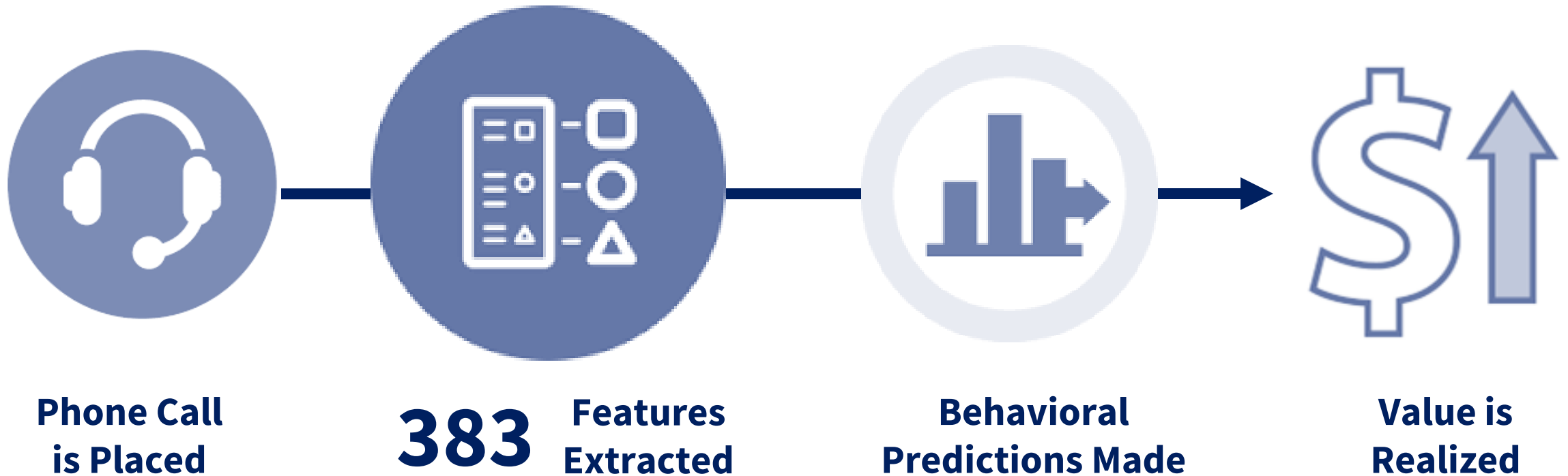


- Predictive behaviors
- Improved agent performance



**Optimized Outcomes**

# How Does it Work?



# Day in the Life

**MANAGERS**  
Hire & Retain  
Better Agents



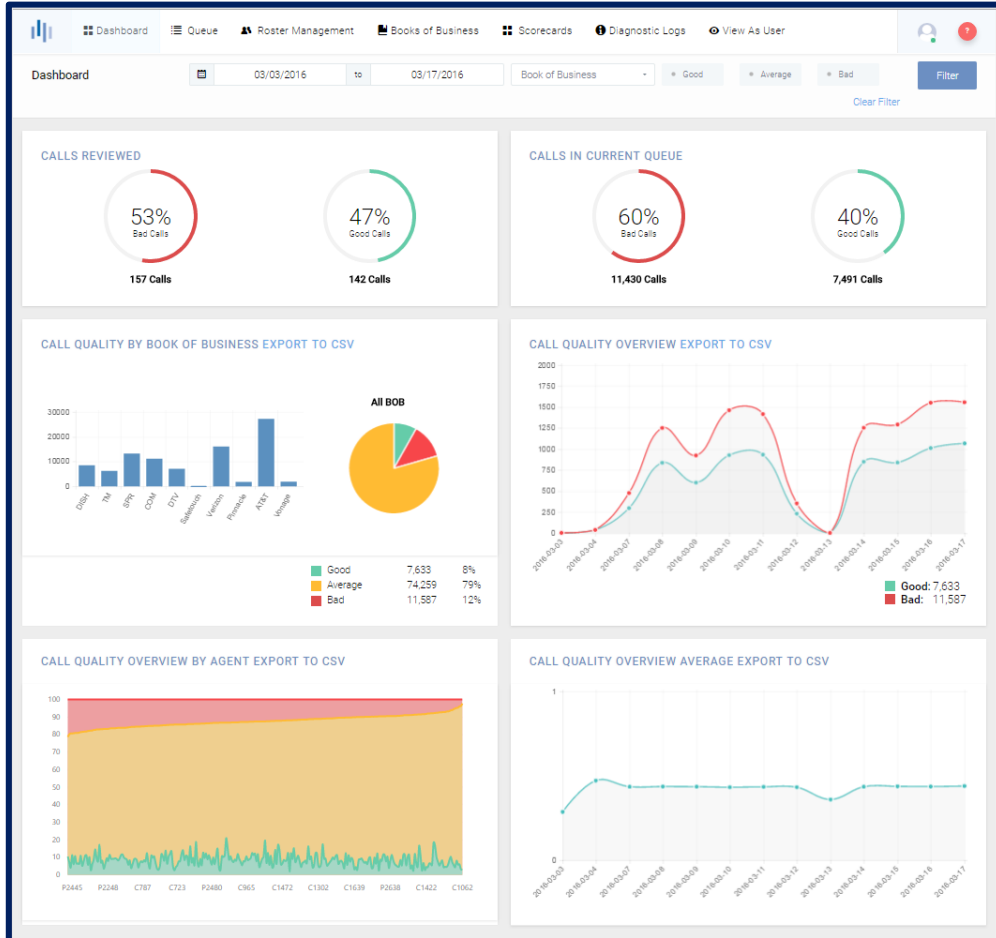
**AGENTS**  
Self Improve



**EXECUTIVES**  
Refine Strategy



# The Application



**Josephine Gomez**

03/16/2016  
16:28:47  
C1666  
SPB  
33640344  
Eduardo Lefner

00:00 / 00:00

Download | Flag | Discard | Poor | Good

Opening of Call (Mandatory)	Comments	Score
May I speak to: CMR First & Last Name	<input type="text"/>	0 3
Identify Self and Diversified Consultants	<input type="text"/>	0 3
QA Statement	<input type="text"/>	0 7
Proper Verification of CMR	<input type="text"/>	0 3
Complete MM	<input type="text"/>	0 7
Identify Client & Balance on Account	<input type="text"/>	0 3
Collection Processes	Comments	Score
Dunning for BIF or Splitting BIF before SIF	<input type="text"/>	0 3
Offered Best Possible Payment Arrangement	<input type="text"/>	0 3
Knowledgeable Rebuttals/ Correct Information	<input type="text"/>	0 3
Probing for Money Sources/ 3rd Party Payment	<input type="text"/>	0 3



# Customer Insight & Automated QA @ DCI

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*Conversions increased by **49%***

Agent *trends identified in **1-2 days*** versus ***35-42 prior***

Preliminary testing showed agents improved gross collections by **21.6%**

*“Identifying Agent Performance trends early translates into big dollars for DCI”*

—Mike Anna Sr., Chief Quality Officer, Diversified Consultants, Inc.

**Hundreds** of predictive candidate *models considered*

**Thousands** of *validation tests performed* using Monte Carlo simulations

Accuracy in discriminating between agents who stay and those that leave has been as high as

**80% - 92%**

*“RankMiner’s Predictive Analytics definitely works!*

*RPM is excited to partner with RankMiner to increase our profits and better serve our customers.”*

—Chris Vittoz, RPM’s CFO

# RankMiner's Team



**3 Ph.Ds, 5 M.S., 5 B.S.**

in major scientific & quantitative fields



**100+ Years of Combined Experience**

supervised & unsupervised machine learning techniques  
digital signal processing techniques similar to image recognition  
parallelization of machine learning & optimization algorithms  
partial & fully automated learning models



**Patents**

Granted patent & additional in filing

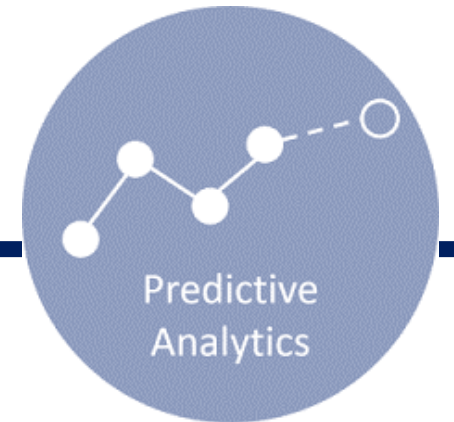
# Effortless Implementation

Implementation as  
Quick as 2 Weeks



Limited Technical  
Involvement

No Risk  
to You



**Guaranteed  
Results**

# Proof of Concept

As simple as 1, 2, 3...

1) Outline Scope of Work



2) Gain Secure Access to Data



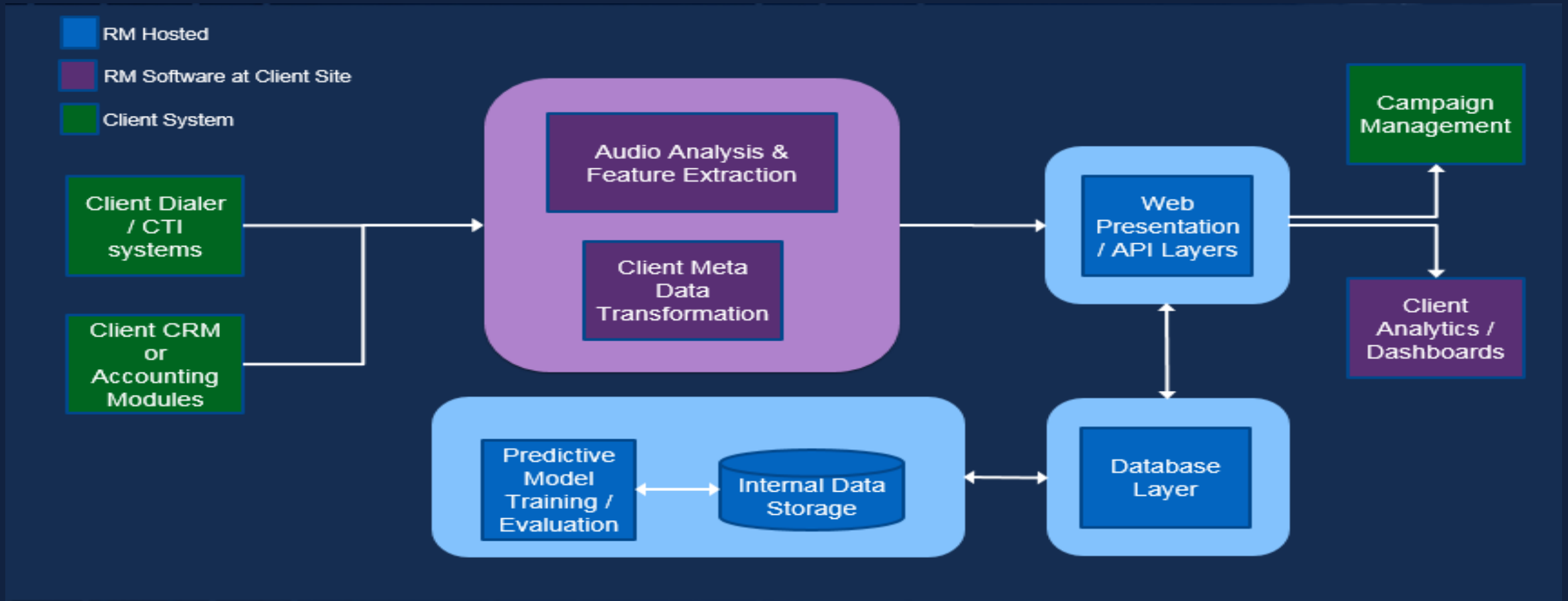
3) Model Training & Validation



**Risk free evaluation!**

Client moves into production after results are provided.

# RankMiner Architecture



# Call-based Data Example

Audio_filename	Agent_ID	Account_ID	Call_timestamp	Call_duration_in_sec	Call_outcome
callXYZ_000196.vox	A2925	55426712	2.8.2015 14:23	145	RESOLVEDISSUE
callRST_000256.vox	A4326	24563842	2.8.2015 16:03	210	ESCALATEDCALL
callDLS_000399.vox	A1234	11122233	2.8.2015 17:11	94	CUSTOMERHUNGUP

**RANK**  **MINER**  
PREDICTIVE ANALYTICS

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