

RANK MINER

PREDICTIVE ANALYTICS

We analyze voice-based emotions and behaviors to predict agent & customer success

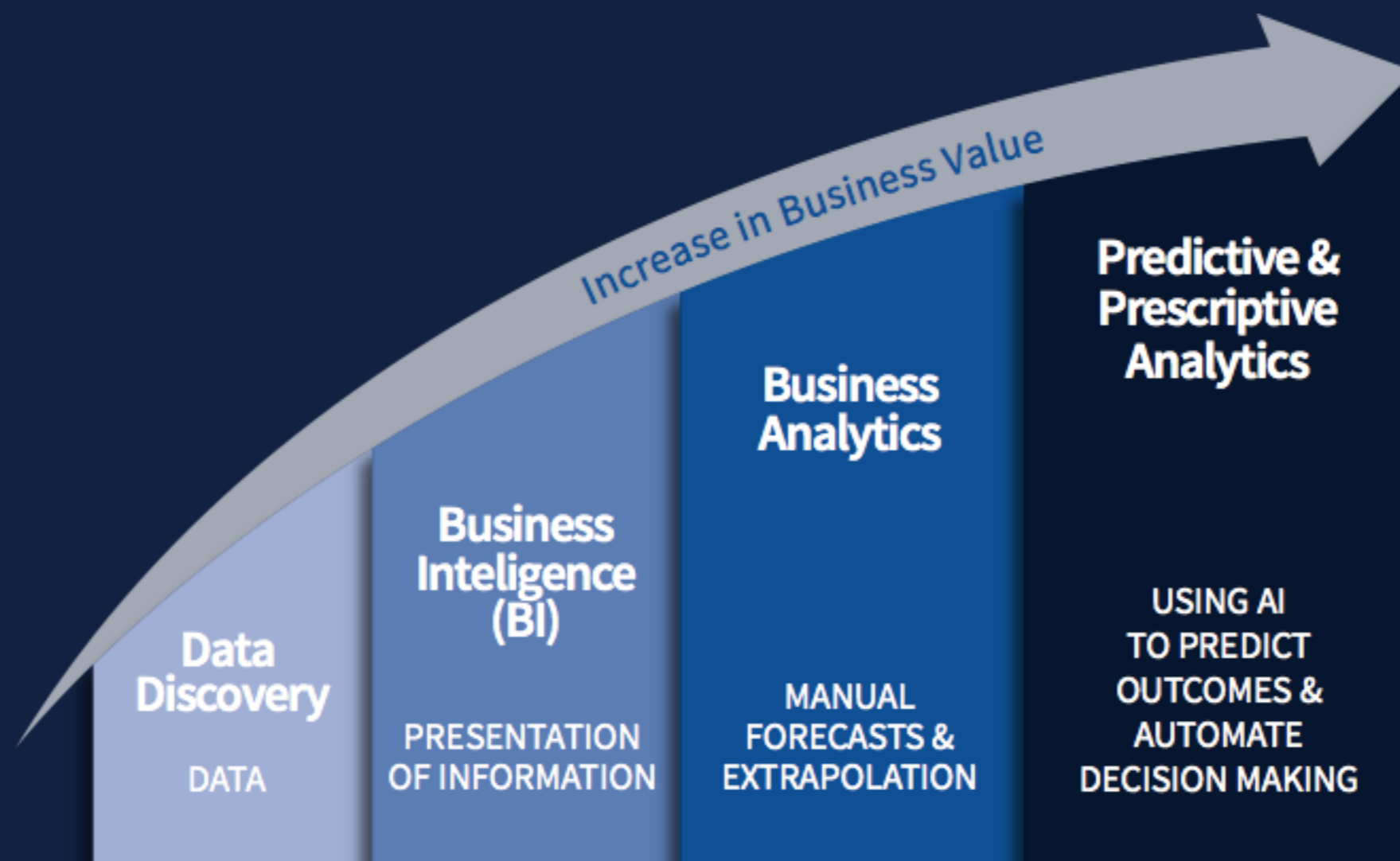
Analýza řeči – Voice Analytics
„JAK?“

Preston Faykus, Founder & CEO

Jan Holý, Business Development

Value of Analytics: jen krůček od magické koule
- předpověď lidského chování

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PREDICTIVE ANALYTICS



Prioritizing First Market Vertical

Insurance

Marketing

Education

Call Centers

Employment

Healthcare

Finance

66,000 U.S. call centers

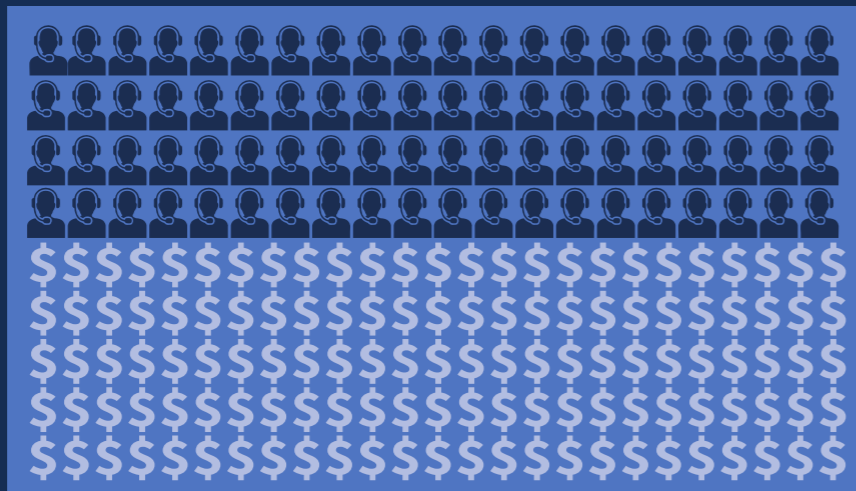
Debt Collections
\$14B

Employ 4.8M people

Telemarketing
\$22B

Customer Care
\$9B

51455 NOV 16 DURATION: 4:42 AGENT ID: 2563



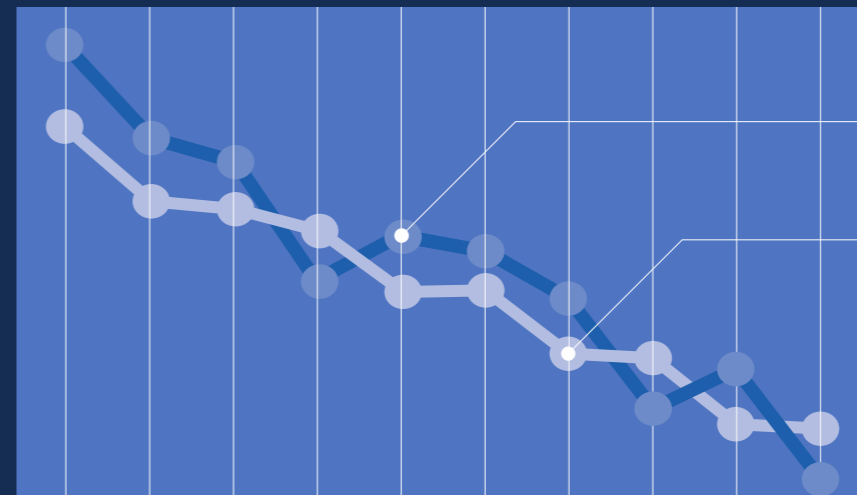
U.S. Call centers spend \$112 B annually on software and labor



20 Billion hours of audio files are created and stored, but largely ignored



Only a fraction of calls (<1%) are *randomly* sampled. People must *manually* analyze

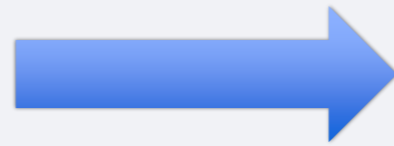


Results in lost sales, fewer payments, higher customer attrition and lower agent performance

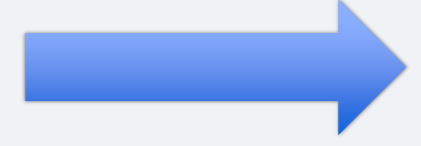
How RankMiner Works



1. Phone agents make millions of calls each day

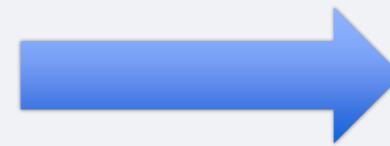


2. RankMiner's Digital-Signal-Processing extracts 176 features directly from the audio

A screenshot of a call log interface showing columns for account numbers, dates, durations, and agent IDs. The interface is categorized into 'YES', 'MAYBE', and 'NO' sections.

Category	Account #	Date	Duration	Agent ID
YES	111563213	AUG 14	3:02	1763
YES	14561456	NOV 16	4:42	2563
YES	16512385	FEB 12	1:32	4263
MAYBE	4626626	AUG 21	2:52	4165
MAYBE	41263623	APR 14	4:02	1462
MAYBE	19653263	SEP 10	1:43	1482
NO	56123165	MAY 22	5:04	1652
NO	4926365	DEC 15	3:32	1562

3. Our patented Algorithms predict future outcomes



4. Call Centers:
- Target more profitable customers
 - Improve agent performance

Client Results

Customer Insight: Predict which customers are likely to say “Yes” and which will say “No”

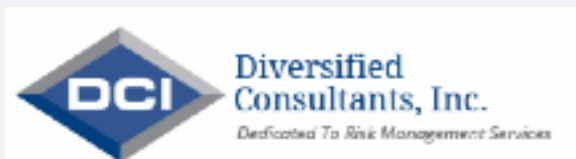
Agent Insight: Improve agent performance through better hiring, better training, automated evaluation

Client Results

- 34% increase in conversion rates
- 41% more sales
- 29% improvement in gross collections

Client Results

- Evaluate 100% of calls vs. <1%
- Identify agent trends within a day vs. 4-5 weeks
- Improved agent productivity by 21.6%





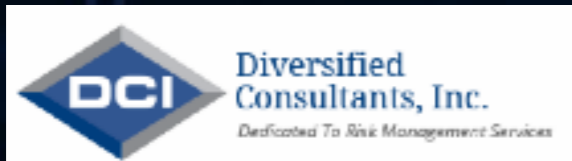
Client Case Study RankMiner's Customer Insight

Customer Insight: Receivables Performance Management, LLC

RankMiner's overall improvement in Liquidation rates	29.88%
RankMiner's overall improvement in Gross Collections	34.65%
Greatest increase for single book of business using RankMiner	63%

*“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



Client Case Study

RankMiner's Agent Insight

Agent Insight: Diversified Consultants, Inc.

100% of calls evaluated using RankMiner
vs. 1% prior to using RankMiner

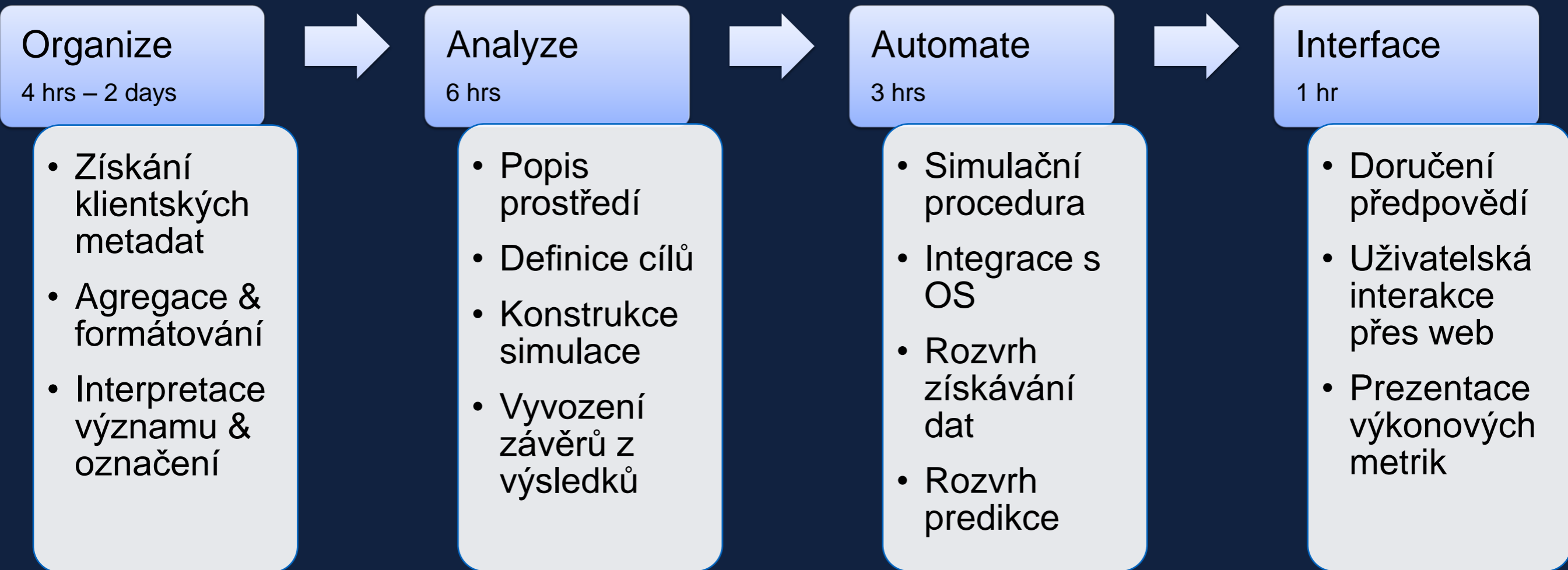
Agent trends identified **within 1–2 days** using RankMiner
vs. 4–5 weeks prior to using RankMiner

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

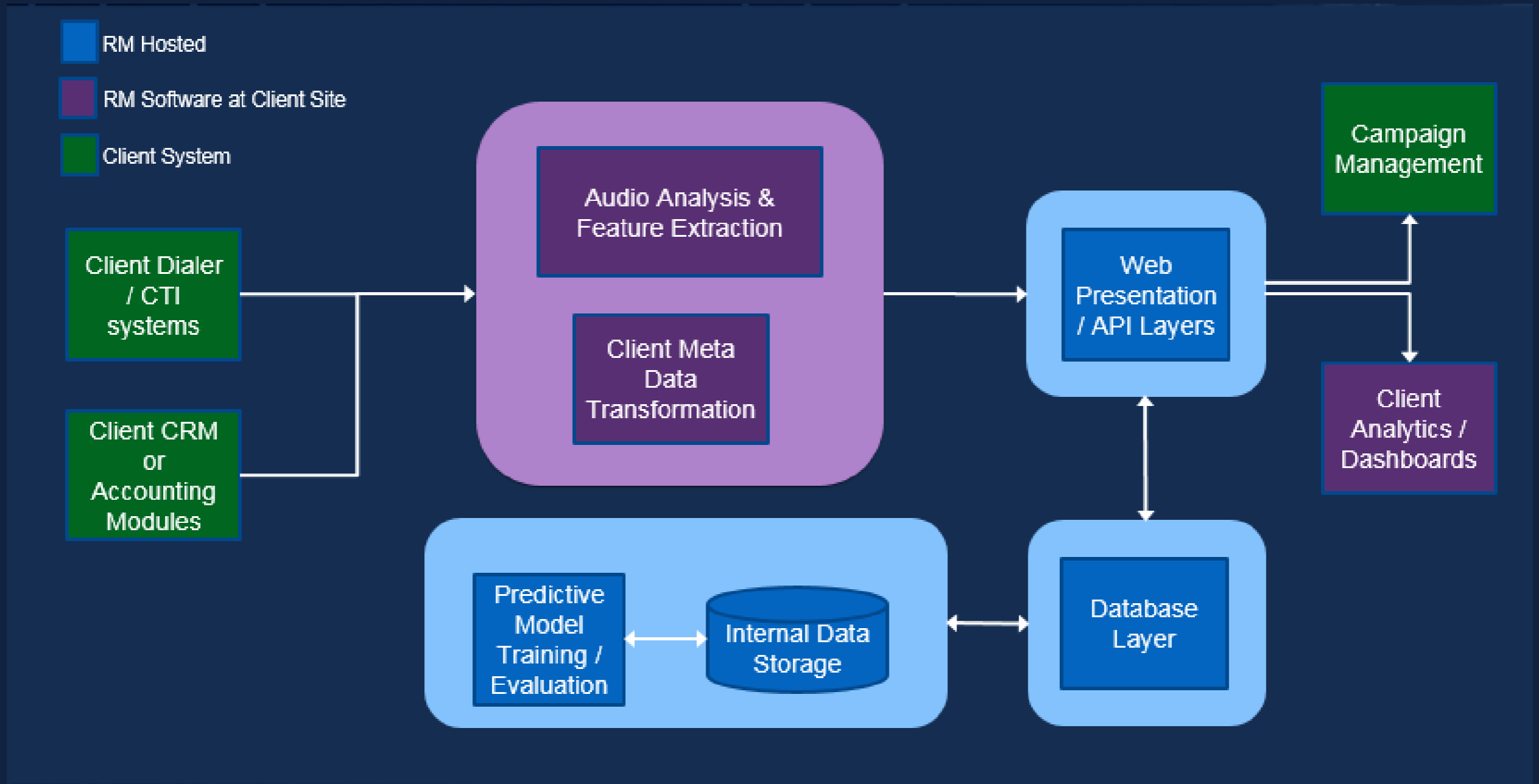
*“Identifying Agent Performance trends early
translates
into big dollars for DCI”*

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

RankMiner Implementation Process



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

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**Analyze. Predict.
Prescribe.**

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