

T.A.L.K.

Transcripts • Artificial Intelligence • Logs • Keywords

Team

#Koki's Kookies



Koki Narimoto
Team Lead



Adarsh Garg



Shaurye Mahajan



Bryan Xu
Scribe



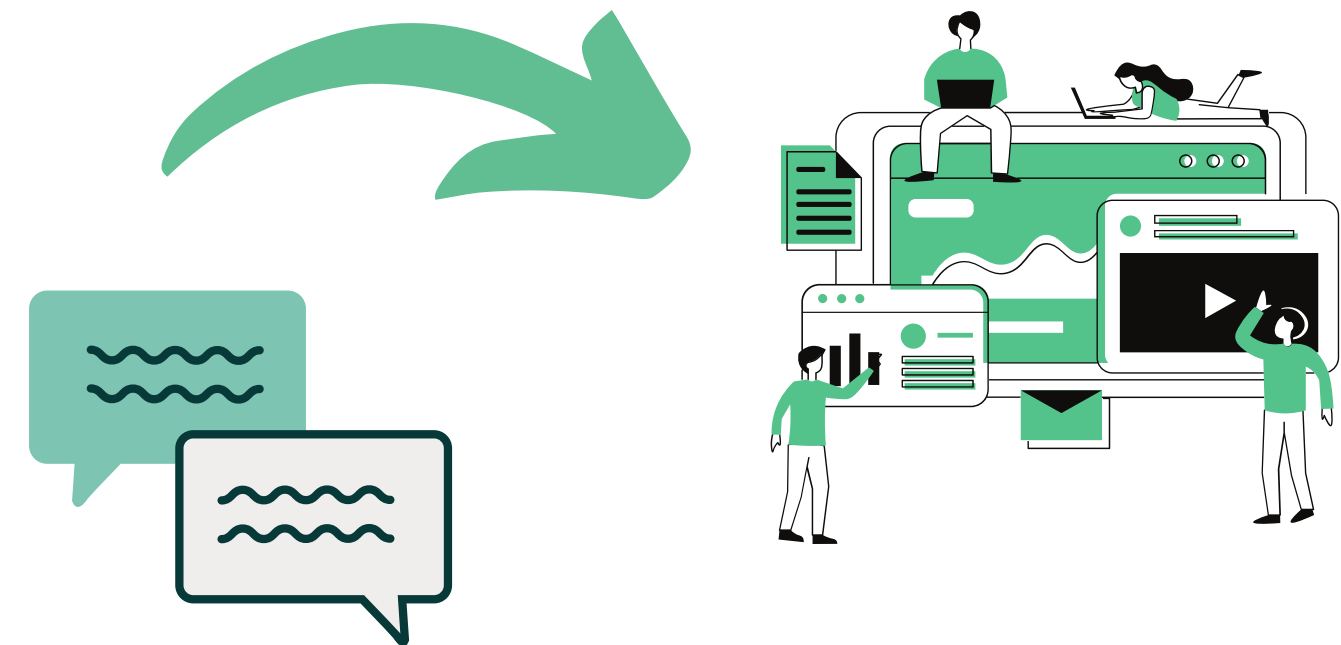
Sydney Lim



Zion Wang

Mentors:

- David Ron
- Rachel Pham
- Yinon Rousso
- Lauren Hedberg



T.A.L.K.

#Koki's Kookies

Our Agents

INVOCA 

Sydney

Not using **T.A.L.K.** 



Bryan

Using **T.A.L.K.** 



Our Agents

Sydney

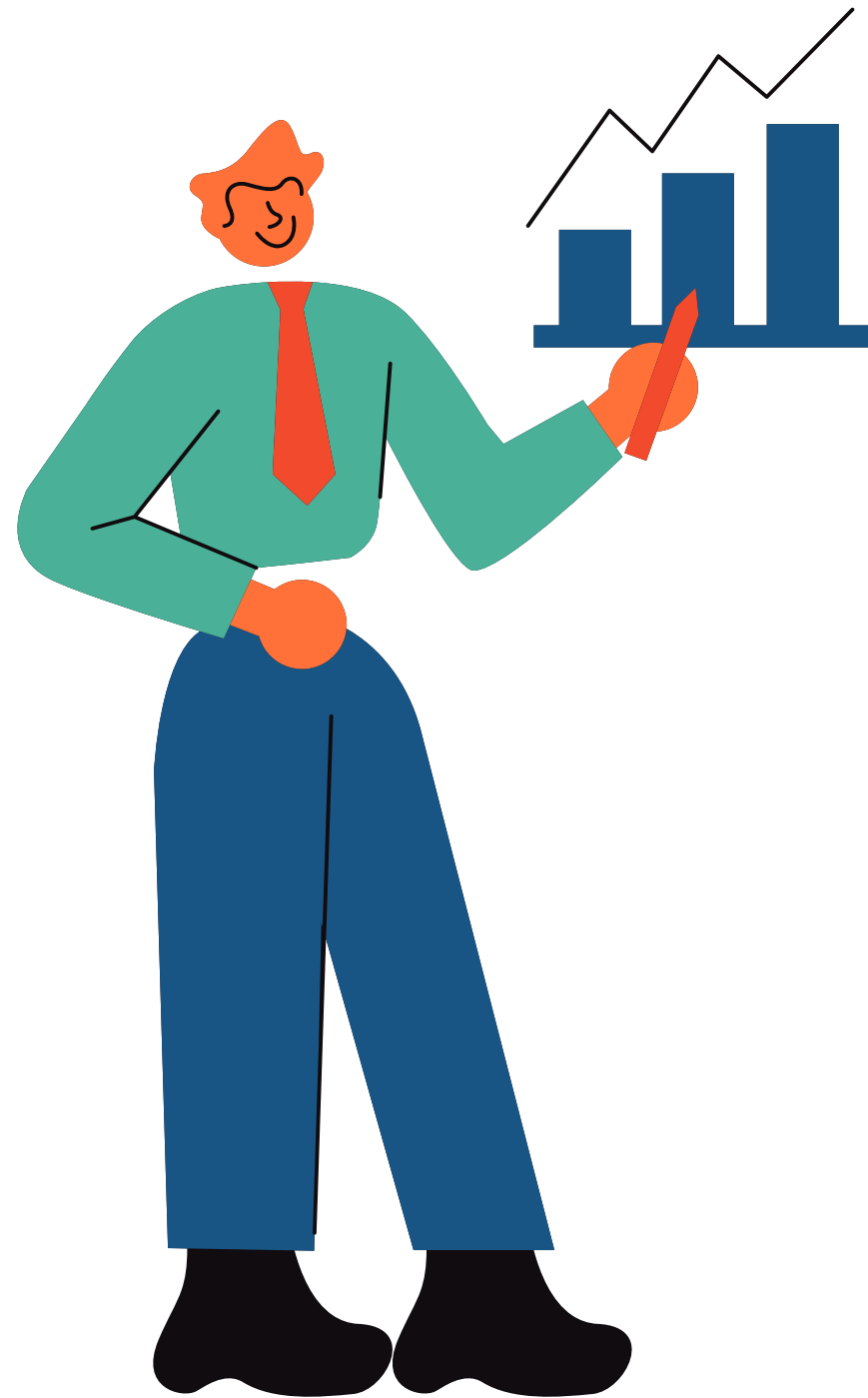
Not using **T.A.L.K.** 



35 Calls



Our Agents

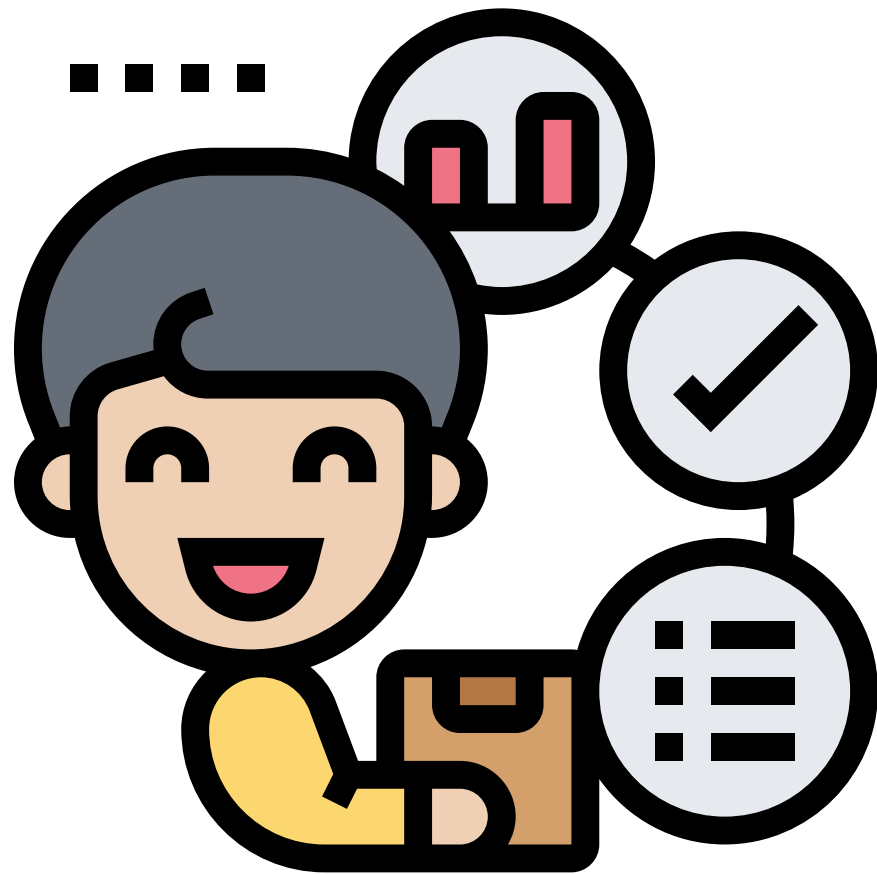


35 Calls = Average

Our Agents

Bryan

Using **T.A.L.K.** 



60 Calls



Present Day

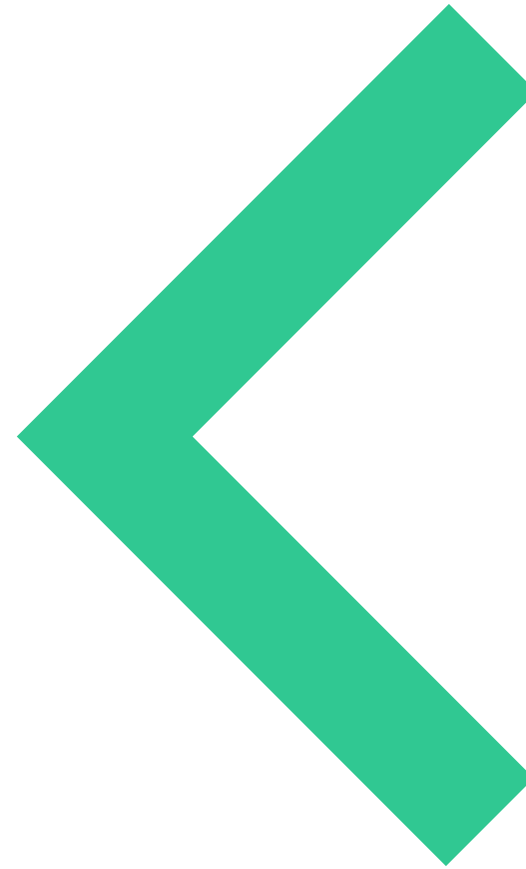
Sydney

35 calls/day



Bryan

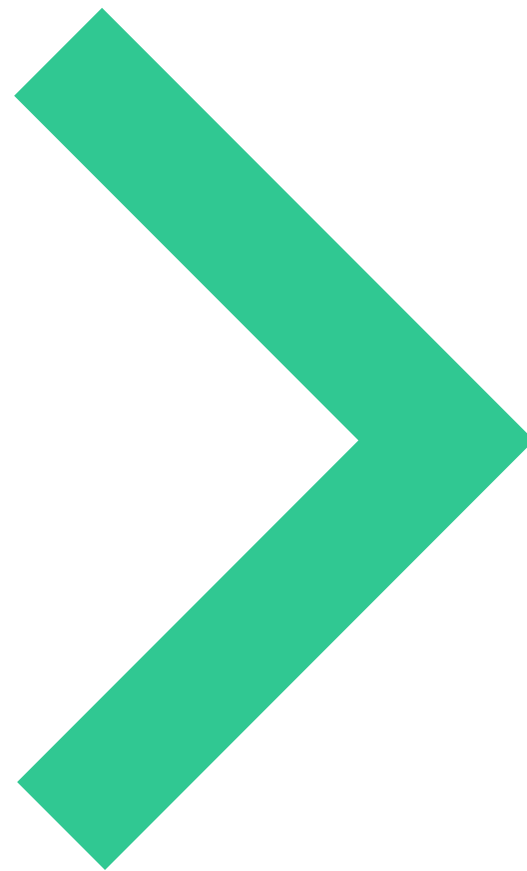
60 calls/day



A Month Ago...

Sydney

35 calls/day



Bryan

20 calls/day



Call In Progress

INVOCA 

Bryan
Sales Agent

Zion
Client



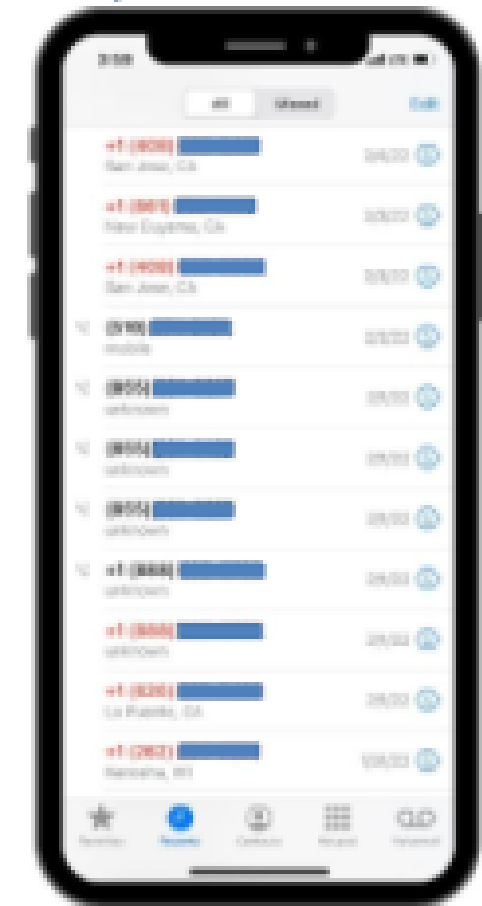
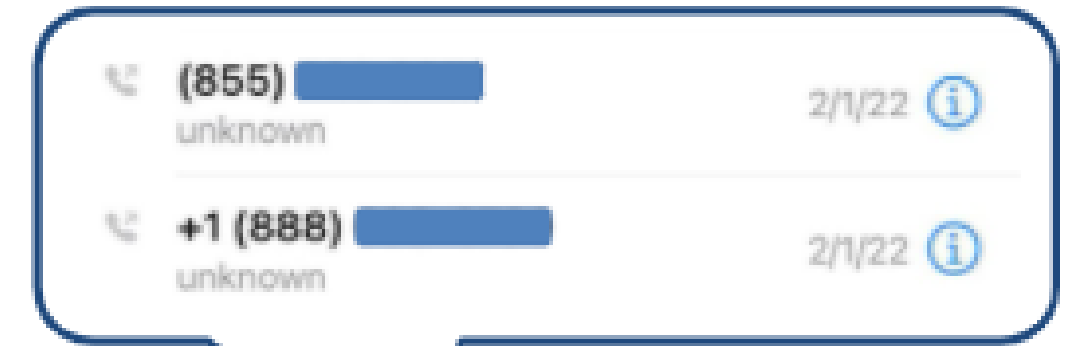
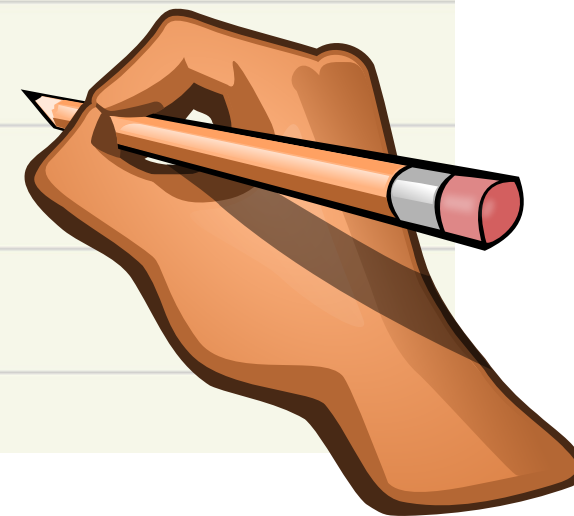
Traditional Call Logs

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

INVOCA 

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



Phone #	Keywords	Summary	Sentiment	Delete?
(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	Delete
(408) 452-1880	air fryer, malfunction, return, refund	Sydney bought an air fryer and it is malfunctioning. She wants to return it for a full refund.	Negative	Delete

T.A.L.K.

INVOCA 

Shaurye

T.A.L.K. Developer



What is T.A.L.K.?

Transcripts

Artificial Intelligence

Logs

Keywords



T.A.L.K.'s Technical Specialists

INVOKA 

Zion

Senior Developer



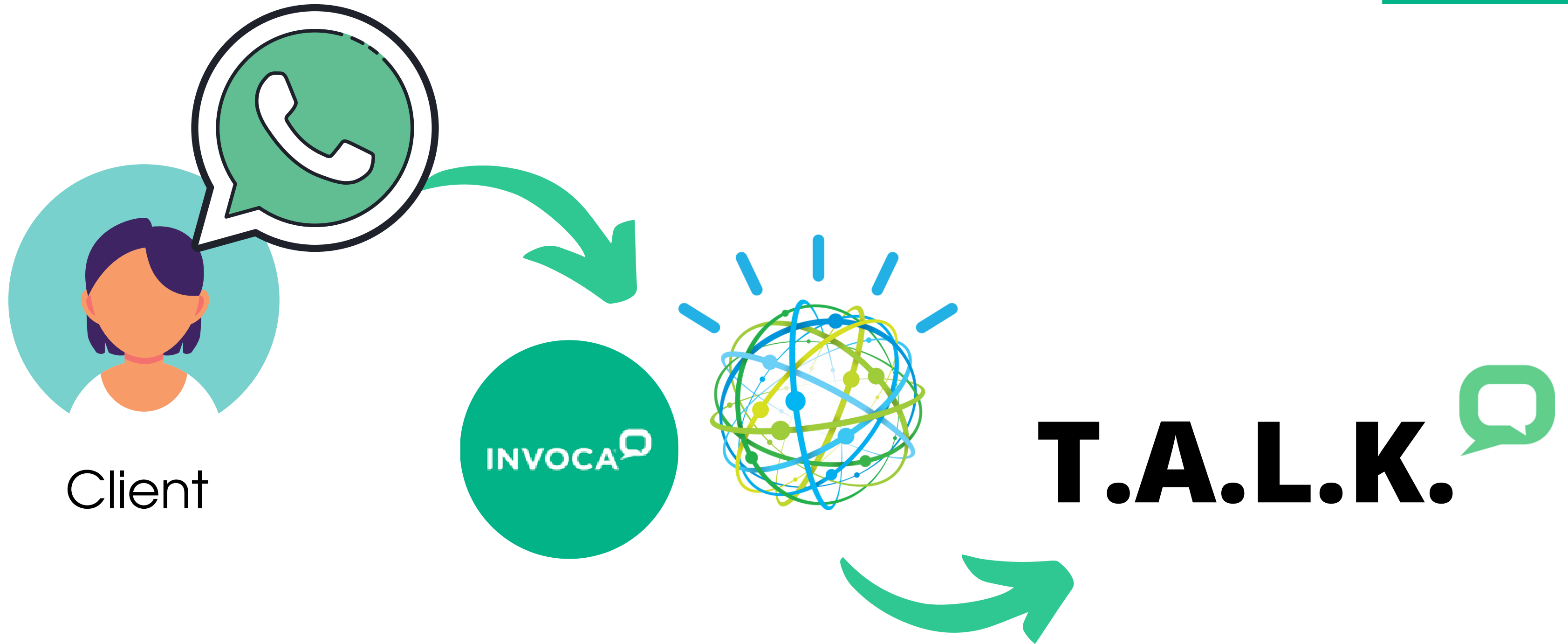
Adarsh

Technical Manager



Call Flow

INVOCA 



Transcription

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



INVOCA



Client

Sales Agent

Keywords

- Important keywords extracted with Google Cloud
- Keywords include:
 - Names
 - Companies
 - Products
 - Locations



Google Cloud

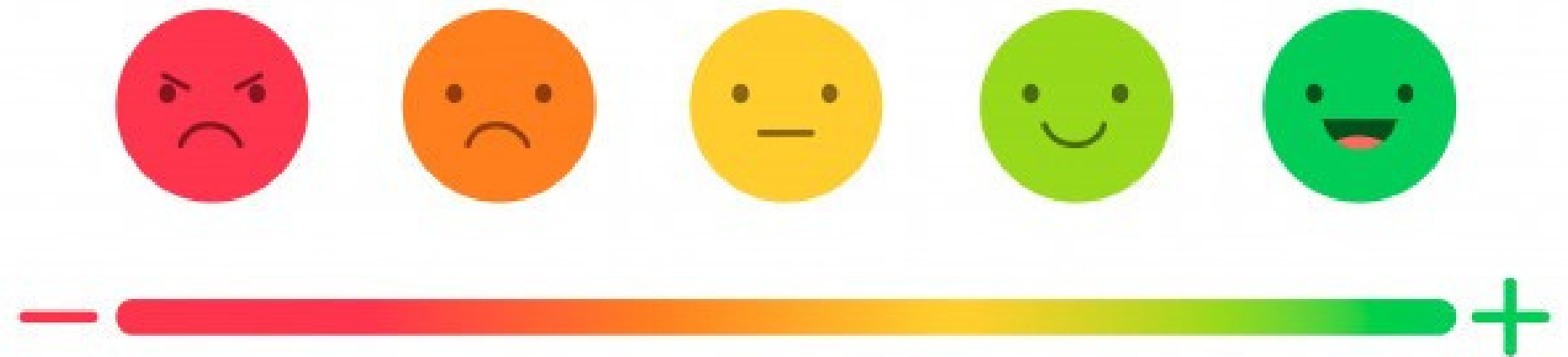


Sentiment Analysis

- Client's sentiment is determined using Google Cloud
- Sentiment categories:
 - Very Negative
 - Negative
 - Neutral
 - Positive
 - Very Positive
- Used to guide sales follow-ups



Google Cloud



Call Summary

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

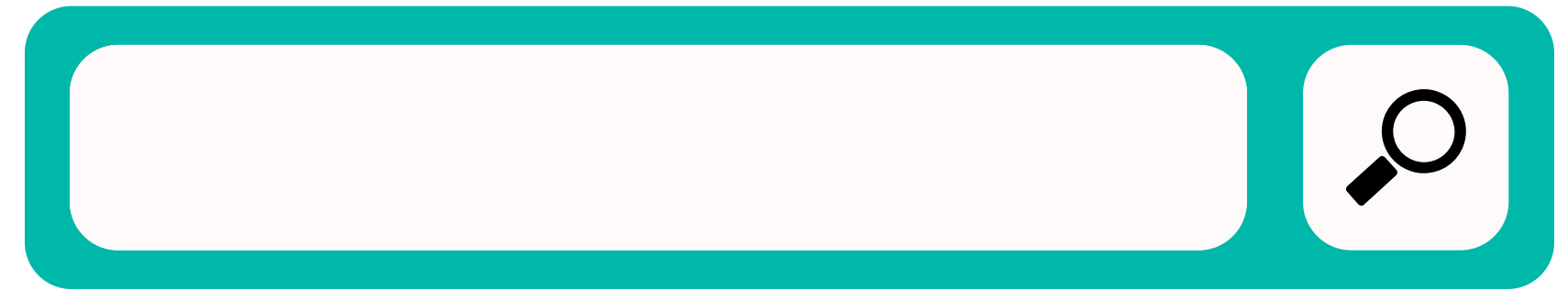


**NLP Cloud
Summarization**



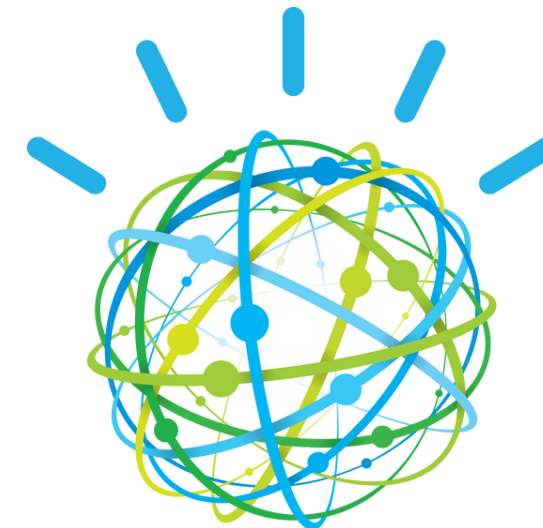
Search Bar

- Search through any data field of a call log containing specified words
 - Keywords
 - Sentiment
 - Phone Number
 - Summary
 - Transcript



T.A.L.K.

INVOCA 



A Month Later...

INVOCA 

Sydney

70 calls/day



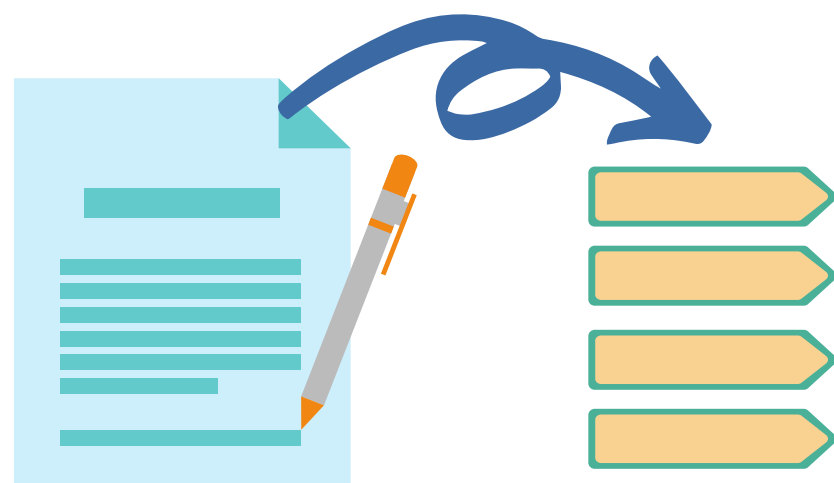
70 Calls



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.



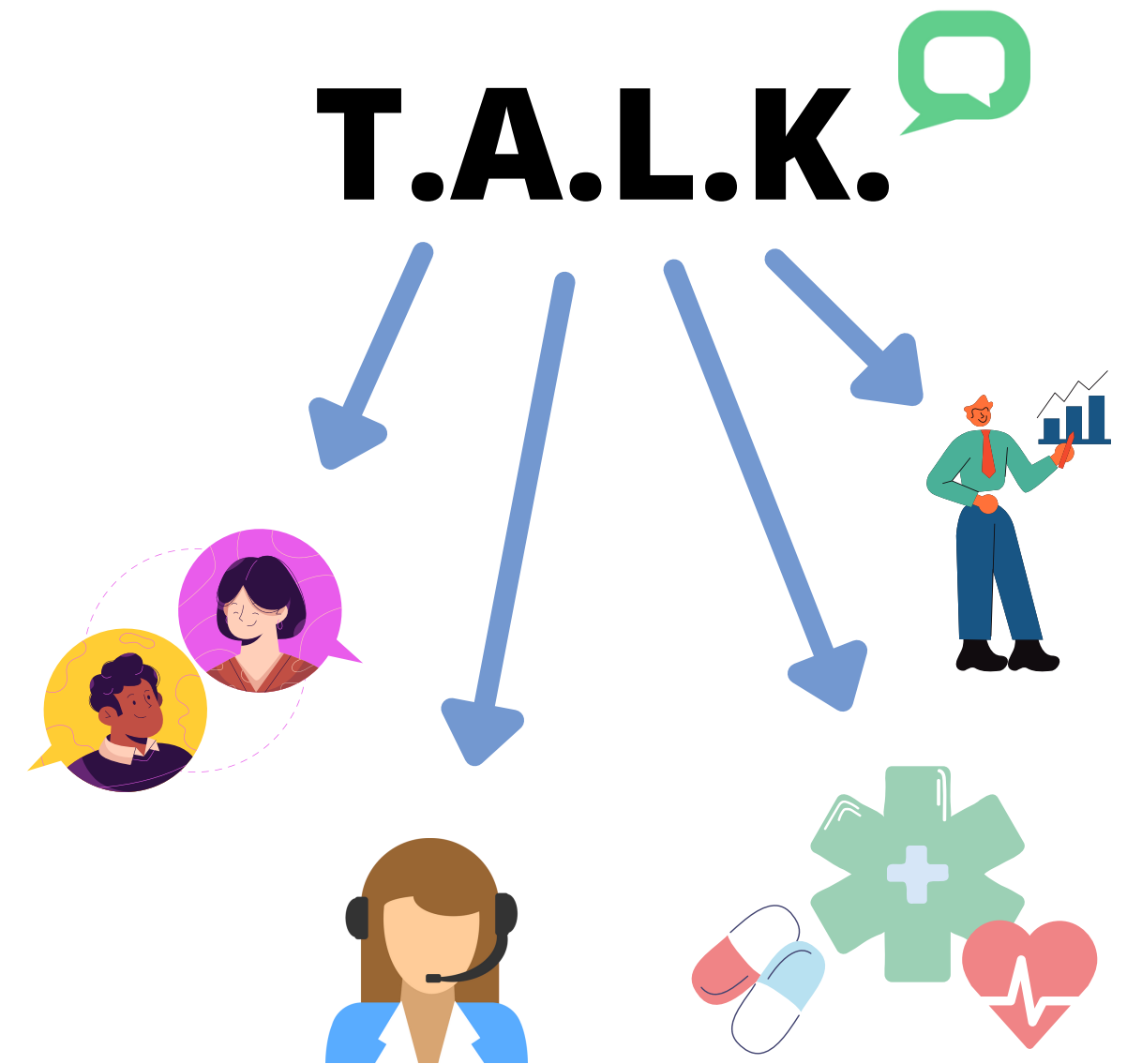
All-in-one platform for sales



Client-focused calls lead to higher success



Diverse industry applications



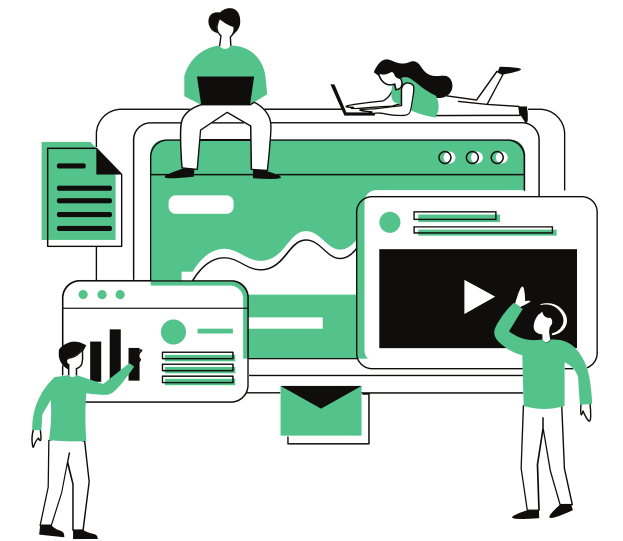
T.A.L.K.



INVOCA 

Give Us A Call!

855-402-6500



Koki Narimoto



Adarsh Garg



Bryan Xu



Sydney Lim



Zion Wang



Shaurye Mahajan