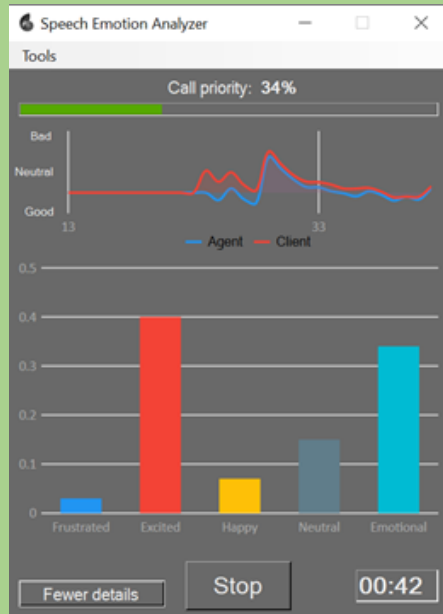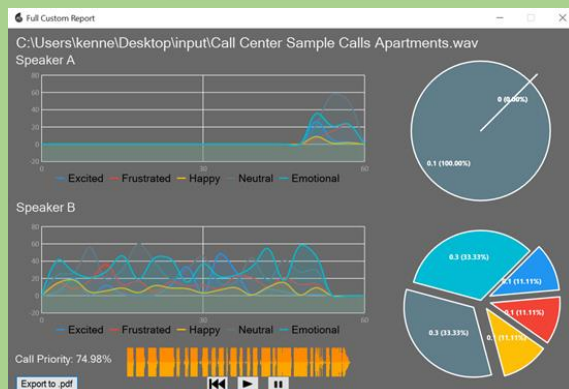# EmoTech

EmoTech improves your customer satisfaction while developing your service team.

Real time analysis

Batch/off-line analysis

Problem:
Deficient customer service during phone calls.

- Less than 18% fill-up satisfaction surveys
- Up to 5% of clients are mistreated during calls
- **10%** Or less the amount of calls randomly analyzed
- None Emotional Intelligence metric for service team

Solution:
Automatic emotion detection for clients and service agents through speech analysis.

- Know your client satisfaction for all calls automatically
- Know client and agent interaction. Call manager´s attention if needed. Help!
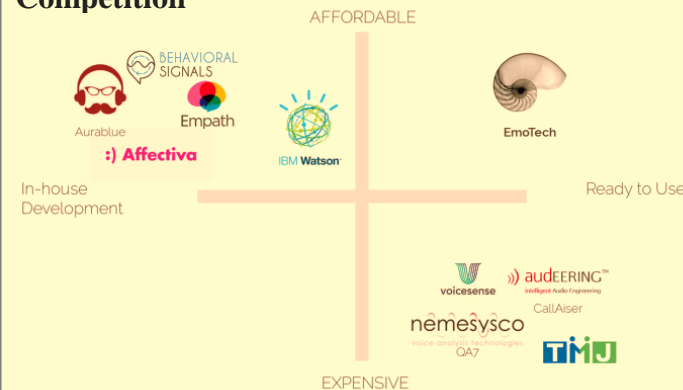- Know what your team is doing right or wrong and why!

Market
Contact centers providing customer service by phone call.
USA and Latino America adds more than 3.8 million contact center employees.
Accounting for **2 million** customer care workstations.
CAGR 10.75% from 2019-2014.

Business Model
1. B2B License for real time call analysis. Charge by license per month per seat.
2. Off-line call analysis service (pre-recorded calls). Charge by minute of analysis.

Competition

AFFORDABLE

Aurablue BEHAVIORAL SIGNALS Empath :) Affectiva IBM Watson EmoTech

In-house Development   Ready to Use

voicesense audEERING Intelligent Audio Engineering CallAiser nemesysco voice analysis technologies QA7 TMJ

EXPENSIVE

Competitive Advantage

- Artificial Intelligent system using redundant DNNs and DSP to detect subtle speech variations in tone, pitch and volume to recognize person´s emotion
- Language and conversation context independent
- Extensive training database
- Modular and efficient design able to adapt to any client

By TAU Technologies AI