

LEVERAGE EINSTEIN AI TECHNOLOGY TO SURFACE COACHABLE MOMENTS ACROSS YOUR ENTIRE TEAM

Improve sales performance with the combined power of Red Box voice capture and Salesforce Einstein Call Coaching, part of High Velocity Sales

UNLOCK CALL INSIGHTS AT SCALE

Whilst in the past, sales managers have had to listen to individual calls to assess agent performance or gain insights on conversations, Einstein Call Coaching provides powerful insights based on the analysis of these calls at scale.

The Red Box AI bridge for Salesforce Einstein enables organisations making calls outside of the Salesforce platform to capture AI-quality call recordings and metadata and integrate seamlessly with Einstein Call Coaching for AI-powered insights that drive sales performance improvements.

-  Resilient recording solution from your existing UC or telephony platform
-  Seamless integration with Einstein Call Coaching
-  Track conversation trends
-  Understand customer objections
-  Surface coachable insights
-  Visualise insights in the Einstein Call Coaching dashboard

CAPTURE HIGH QUALITY AUDIO



-  PBX
-  UC
-  Call Centre
-  Radio
-  Mobile
-  Trading
-  Meetings

Quality voice capture overlay where there is an existing call recorder

Quality Audio + Rich Metadata pushed into organisation's Salesforce Instance

OPEN API

ANALYSIS DELIVERED INTO EINSTEIN CALL COACHING TO FUEL SALES EXCELLENCE

EINSTEIN CALL COACHING

Leverage the power of AI to analyse insides sales teams and surface coachable moments:

Track keywords



Speaker tracks and talk to listen ratios



Visual dashboard and granular analytics



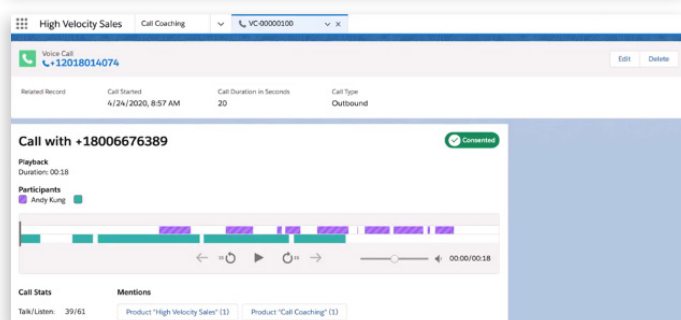
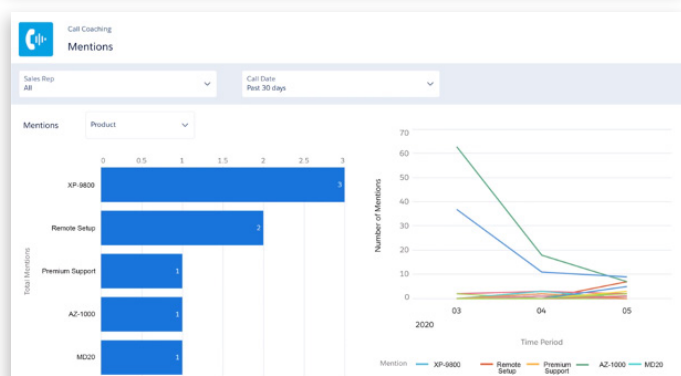
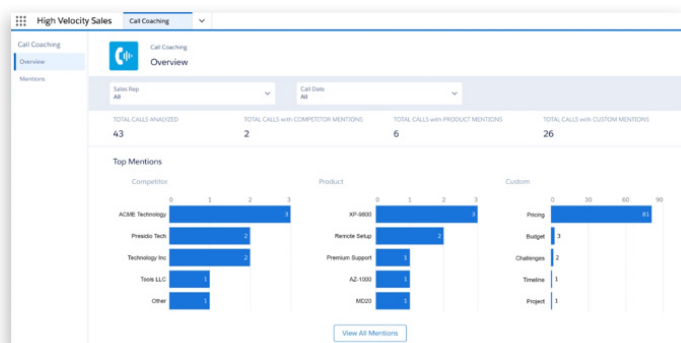
CAPTURE FROM 55+ TELEPHONY PLATFORMS

INSIDE SALES TEAM INSIGHTS

By using Automatic Speech Recognition (ASR) and Natural Language Processing (NLP), Einstein Call Coaching analyses call recordings and provides sales reps and managers with the insights needed to optimise every call.

- **Conversation trends:** Track keywords, such as product or competitor mentions to gain insights on how reps are positioning features and benefits or to understand common objections.
- **Visual dashboards:** Intuitive dashboards provide visibility of insights at both the individual and team aggregate level.
- **Granular analytics:** See how different trends are stacked ranked or how a particular mention trends over time, then drill into a list of calls with those mentions.

Clicking into a call provides a view of the speaker track and talk to listen ratio and points to the specific part of the call when then a keyword is mentioned. This enables sales managers to go straight to that part of the call, rather than having to listen to the whole conversation.



ABOUT RED BOX

Red Box is a leading global voice capture specialist and an exclusive launch partner for Einstein Call Coaching. Offering 55+ UC and telephony platform integrations (legacy and new), and seamless integration via the AI Bridge for Salesforce Einstein,

organisations can quickly leverage AI-ready audio captured from existing infrastructure, rich metadata and Salesforce transcripts of those conversations at scale, to unlock performance enhancing insights.

To optimise the performance of your sales team with Red Box and Einstein Call Coaching contact us at enquiries@redboxvoice.com



Bradmore Business Park, Loughborough Road, Bradmore, Nottingham, NG11 6QA | 0115 937 7100 | www.redboxvoice.com

All product, service, and company names are the trademarks or registered trademarks of their respective owners.

© Red Box Recorders Limited 2020. All rights reserved.