



TalkMeUp

AI-Powered Sales Coaching

For Data Driven Companies

Product Overview



Poor Communication Skills Quantified



Customer Service

53% of customers said unclear communication was the reason for a bad customer experience

Tolero Solutions Survey

The cost of customers feeling like nobody is listening to them is a 75 billion dollar problem for industries around the U.S.

Forbes

Points of Communication Failure in the **Cx Process**



Initial Comments

**Asking the Right
Question**

**Communicating
a Solution**

**Addressing
Objections**

**Cross selling,
Upselling,
Retention
Solutions**

Video Practice Tool/Live Coaching Challenges



Costly

\$300/hour, \$1800 per communication course



Waste of Time for Leaders & Trainers

Viewing & Scoring videos/role plays, coaching



Inconsistent, Inaccurate Scoring and Measurement

Manual scoring lends itself to biases, and missed cues



Scalability

Performing these tasks manually is not scalable

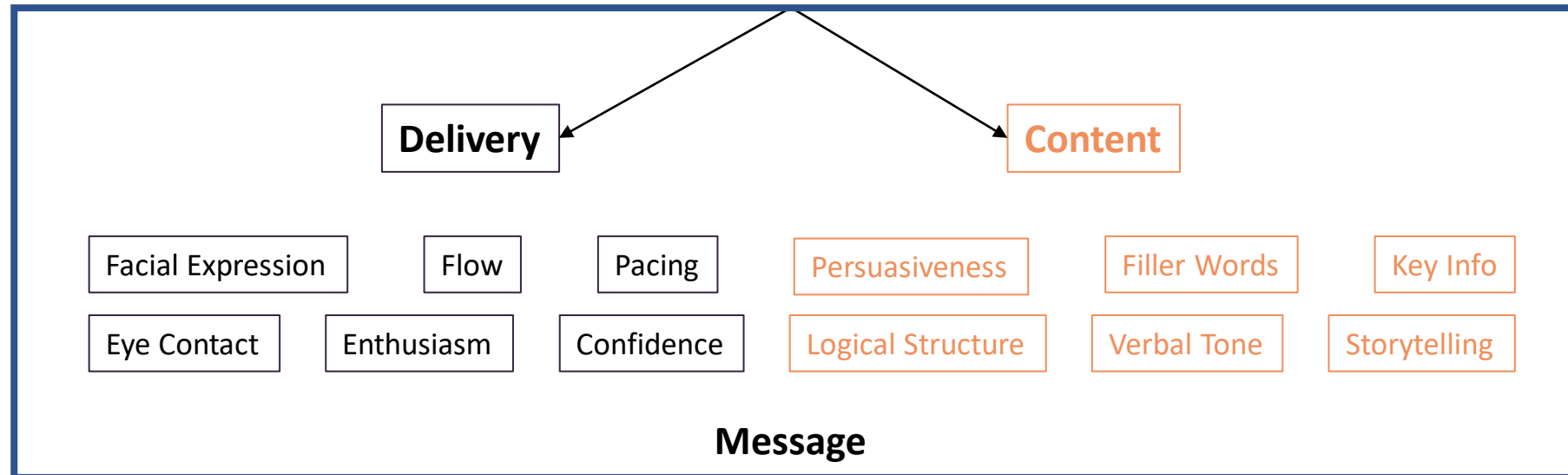


No Way to Reinforce Best Practices

Manual scoring lends itself to bias and missed cues

Persuasive Communication Methodology

Effective Communication based on
target audience's decision making criteria



Immediate, Personalized Feedback and Coaching Provides a Path to Success

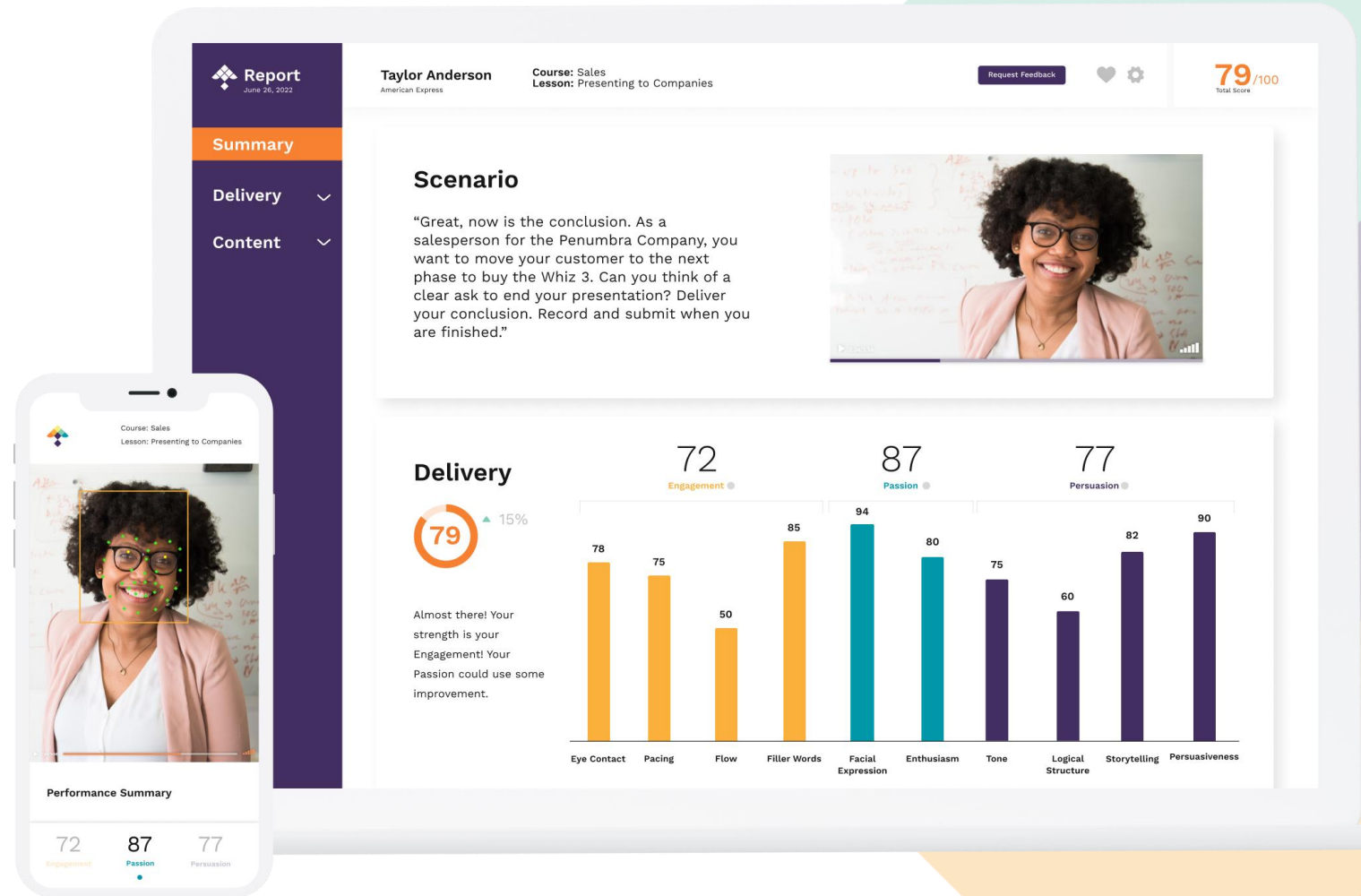
Meet **TalkMeUp**

Personalized smart coach
for sales

Insightful assistant for
every *manager*

Scalable, measurable and
cost-effective solution

[How TalkMeUp Works](#)



The User's View

Impactful Communication

- Customizable learning scenarios
- Actionable feedback and coaching
- Consistent performance measurement

Practice Anywhere, Anytime

- Safe, private, risk-free practice environment
- Platform agnostic
- Easy and fun to use

The screenshot shows a user interface for a presentation analysis tool. At the top, it identifies the user as Taylor Anderson, American Express, and the course as 'Sales Lesson: Presenting to Companies'. A total score of 83/100 is displayed. The main section is titled 'Sentiment' with a score of 84 and a 10% increase. A message states 'You sounded positive. Awesome! Let's carry the positive vibe to your future presentation!'. Below this is a video player showing a woman presenting. Underneath the video is a sentiment line graph with three zones: Positive (green), Neutral (grey), and Negative (red). The graph shows a dip into the neutral zone around 00:30. To the right of the video is a transcript of the presentation, with words like 'positive sentiment' and 'negative sentiment' highlighted in green and red respectively. At the bottom, a 'Tip' section provides advice on using assertive expressions during a sales meeting.

Report
June 24, 2023

Summary

Delivery ^

Engagement	78
Eye Contact	62
Flow	75
Pacing	75
Filler Words	75
Empathy	75
Passion	83
Facial Expression	62
Enthusiasm	75
Persuasion	77
Sentiment	84
Logical Structure	62
Storytelling	75
Persuasiveness	88

Content v

Taylor Anderson
American Express

Course: Sales
Lesson: Presenting to Companies

83/100
Total Score

Sentiment 84
+ 10%

You sounded **positive**.
Awesome! Let's carry the positive vibe to your future presentation!

Transcript

Good afternoon everyone. We are so glad to see you all here today. My name is Taylor Anderson, the general manager of the walk company. The presentation today is about our company and our newly invented product, super socks. This is our innovative and creative product with high level of technology. First, our marketing manager, will introduce our company. Then our sales representative will show you our product and tell you about its special features. After that, our designer will show you our advertising campaign. Right. Let me begin by giving you some details about our company. Our company is specialized in producing socks. That's why our company logo is made up of a pair of socks. One sock is printed with negative sentiment which represents our company name. We encourage people to walk more by wearing our product. Therefore, our company motto is walk more. Walk company was established in 1950. It is a company based in the USA. We do business worldwide. We are experts in producing different kinds of socks, especially sport socks. Our customers include kids, teenagers and positive sentiments around the world. We have won the best fashion design award as well as the top 5 sales in product category awarded by the hong kong trading department.

Tip

When you present to your client during a sales meeting, it is important to use assertive expression to show confidence in your proposal and the benefits you will bring. Words such as "I believe" "Our research shows" "Our clients speak highly about us" etc. would help boost your sentiment.

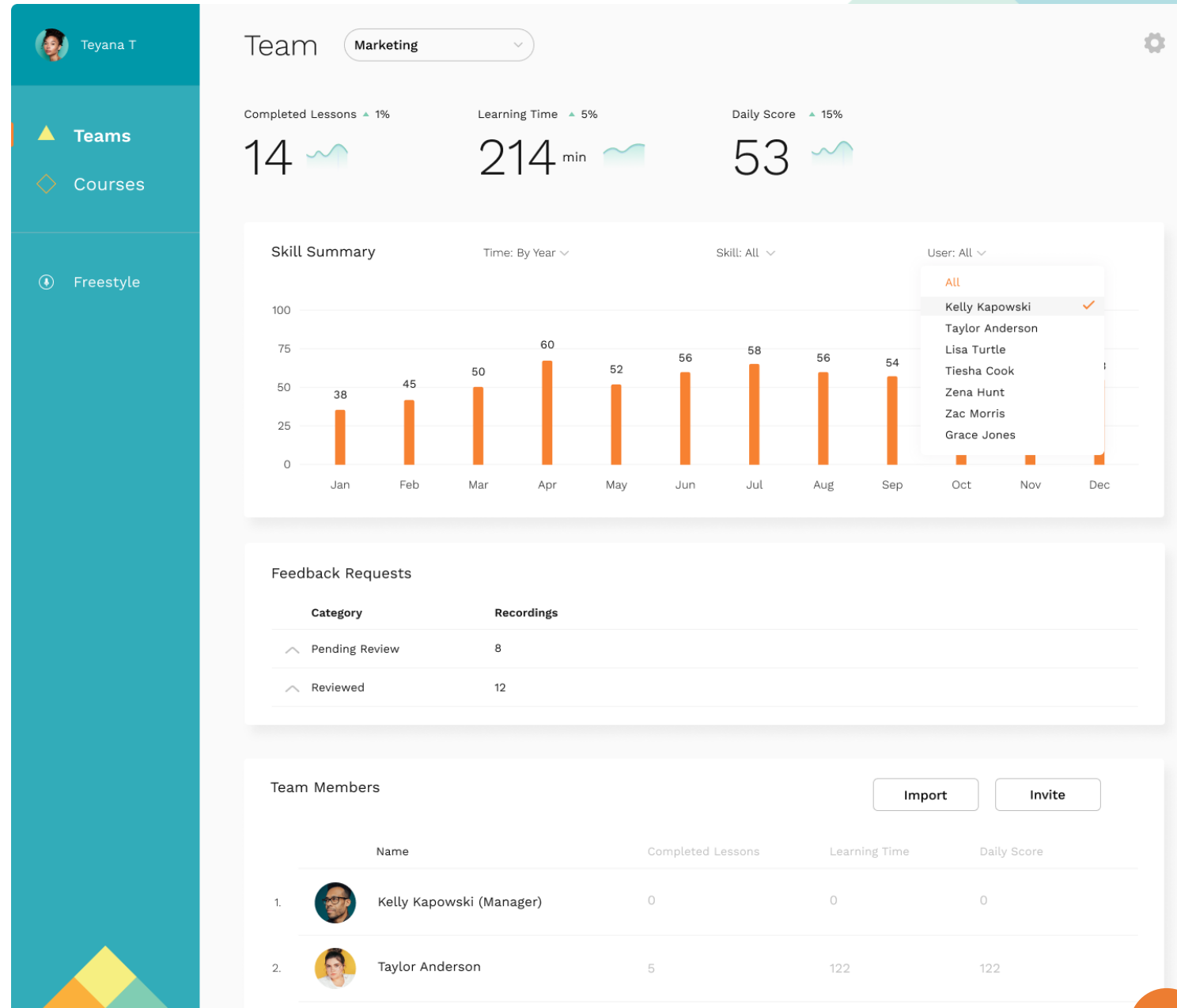
The Leader's View

Scalable team view

- Quickly identify communication deficits
- Transform abstract team standards and goals into actionable lessons
- Share and iterate best practices

1/100th of managerial effort

- Free from manual guidance on everyone's learning
- Coaching cues
- Less "managing", more leading



Real World Results - TalkMeUp Drives Growth at Riskalyze

↑ 135%

Customer upsells

↑ 33%

Sales referrals

↑ 30%

Win-backs

↑ 40%

Employee skills

Challenges

- Client retention rates were low
- CSRs not following messaging guidelines
- Poor, ineffective communication

Goals

- Align training with customer feedback
- Provide instant, personalized learning to employees
- Track the ROI of training

Must haves

- Ease of use
- Education quality
- Scalability
- Price point

Outcomes

- Impact to business in 30 days
- Improved rep confidence
- Customer sat surveys showed improvement

riskalyze

“Working with TalkMeUp has been a great experience. They are extremely responsive and their team turned around our content requests faster than my team could do it internally. From a technology perspective, I've never come across anything like it. It's simple, easy to use, and cutting edge. TalkMeUp is poised to disrupt the learning management industry.”

Nick Harding, VP Advisor Care and Success, Riskalyze



TalkMeUp

Drive Revenue

Improve Productivity

contact@talkmeup.co