

Empath



J-Startup



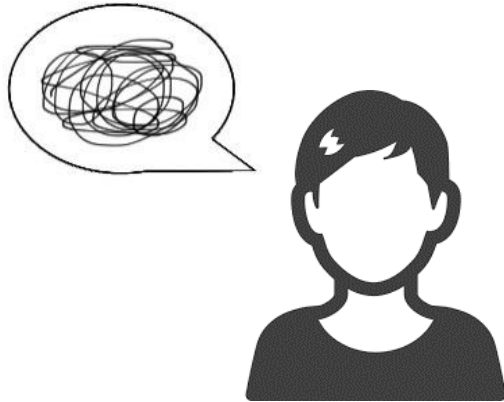
Vocal Emotion AI

Problem



Call centers cannot objectively and effectively evaluate their customer satisfaction

- Response rate to questionnaires by IVR is from 1 to 3%
- Listening to call data costs a lot of human resources.
- Reading speech to text transcription also costs a lot of human resources.



Solution



Empath can automatically identify CS from all the voice data in call centers.

Automatic Customer Satisfaction Analysis by Emotion AI

Evaluate CS from every call data



Lower labor cost, improve CS

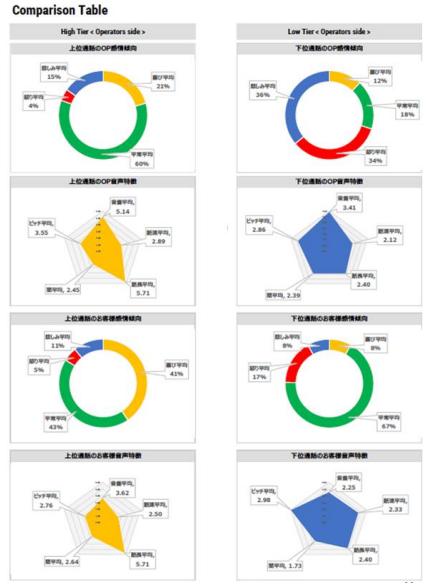
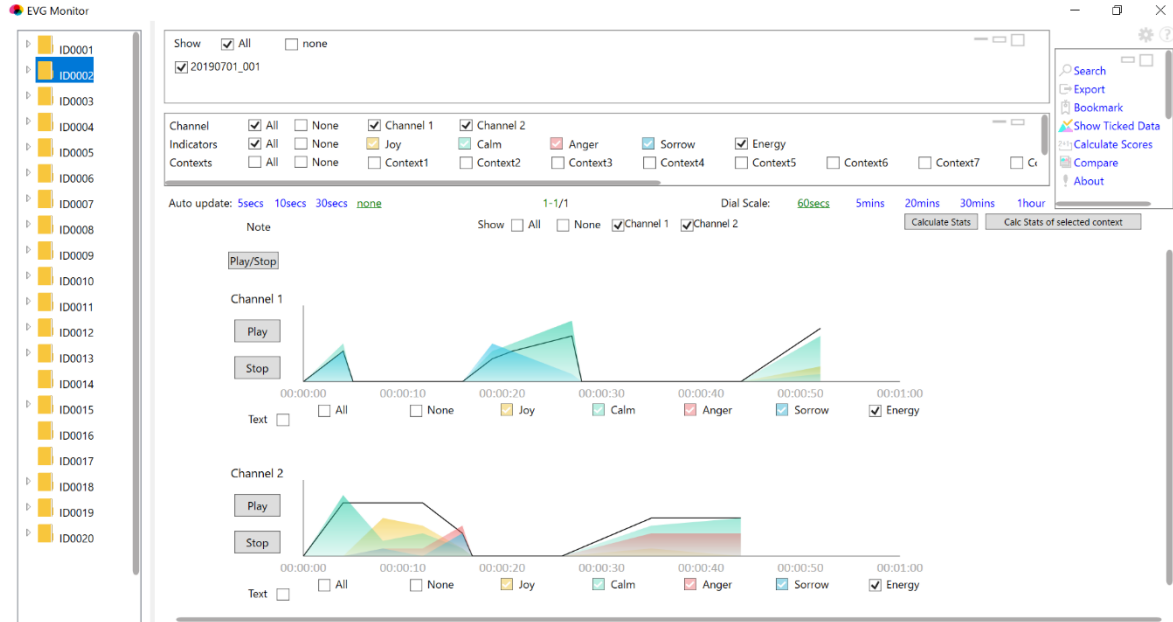


Product: Beluga Box



Conversation Intelligence for Call Centers

Speech, Emotion, and Customer Satisfaction Evaluation



Business Model: **Subscription**



\$20 per Seat per Month

Traction & Customers in Call Centers

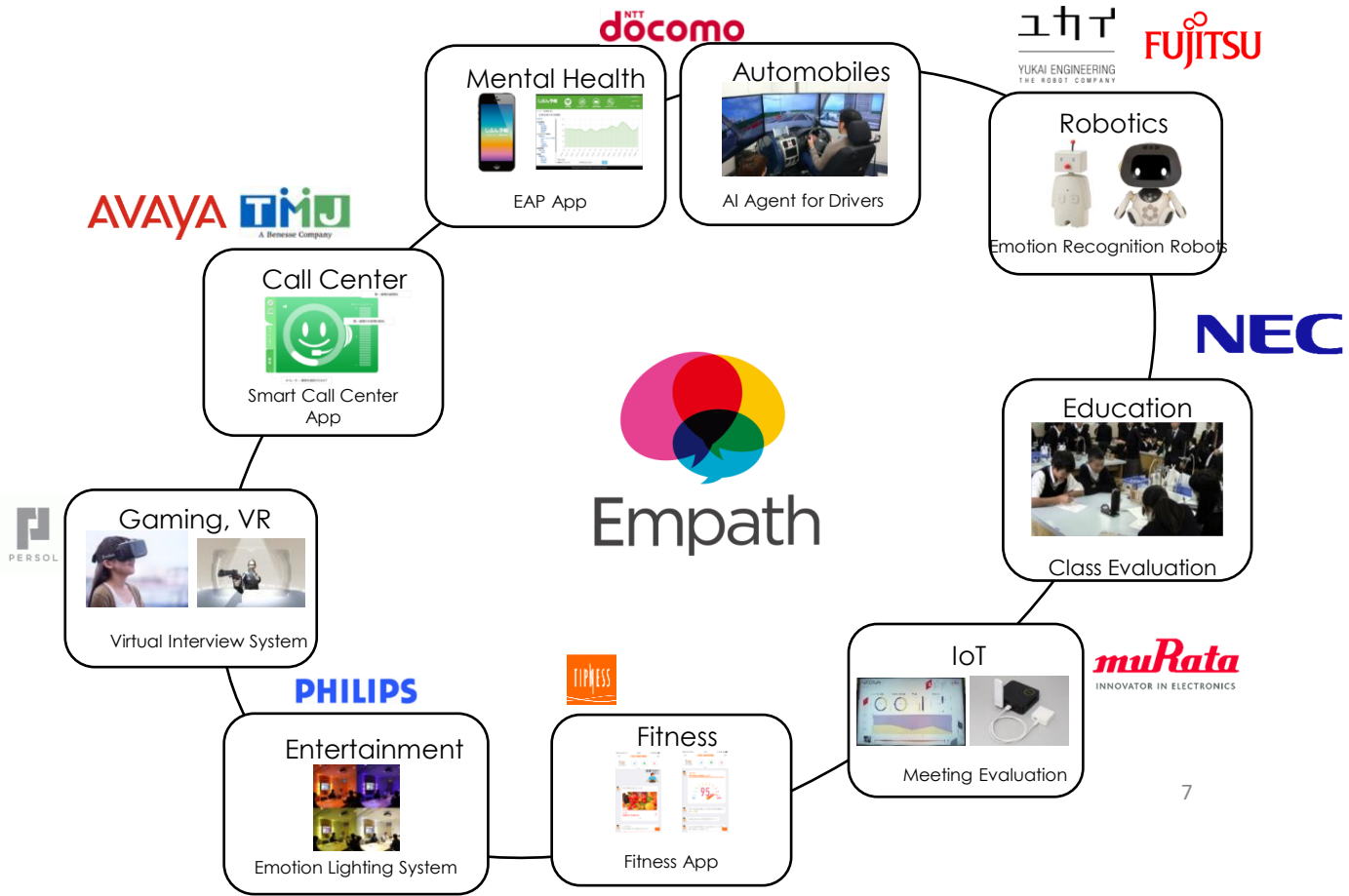


Customers: 2,800
Countries: 50
Seats in Call Center: 1,600

The cumulative number of users by Sep 2020



Use Cases and Clients



AVAYA TMU
A Benesse Company

NTT docomo

YUKAI ENGINEERING
THE ROBOT COMPANY
FUJITSU

NEC

muRata
INNOVATOR IN ELECTRONICS

PHILIPS

TIPRESS

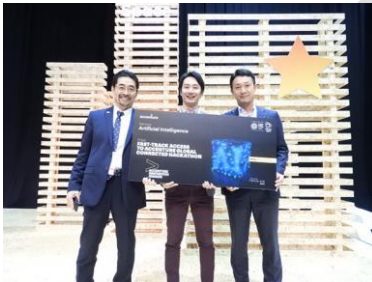
PERSOL

Empath



Empath in Pitch Competition

Empath won 10 international pitch competitions



Accelerators



Google Developers

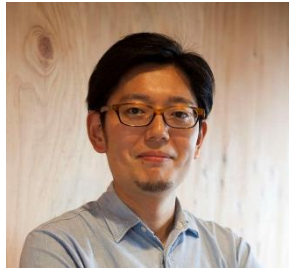
Launchpad Accelerator



Orange Fab

PLUGANDPLAY JAPAN

Team



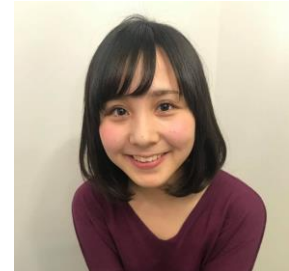
Takaaki Shimoji
Co-founder, CEO



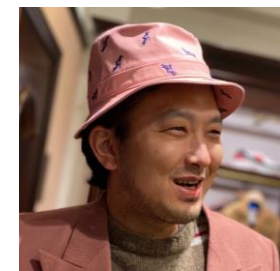
Hazumu Yamazaki
Co-founder, Co-CEO



Sara Akaoka Badssi
Chief Data Scientist



Yuki Shimura
R&D Director



Masashi Suwa
Tech Director



Marisa Ozaki
Sputniko!



Yutaka Arakawa
R&D Advisor,
Assistant Professor NAIST



Don Lindsay
Advisor



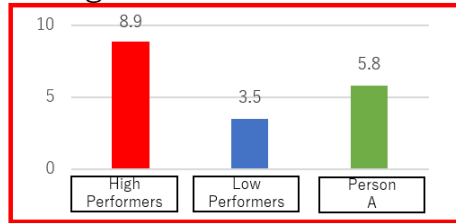
Katsumi Watanabe
R&D Advisor, Professor
Waseda University

Emo Meeting: Conversation Analysis AI for Teleconferences

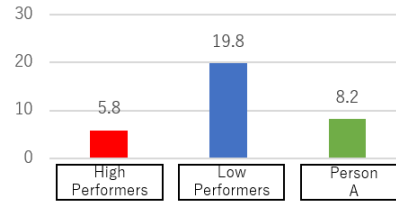


Evaluate conversation quality and check mental states of participants

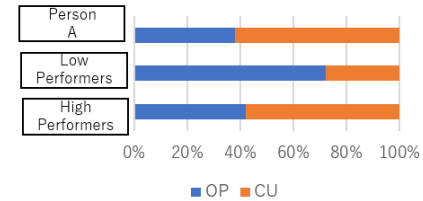
Pacing



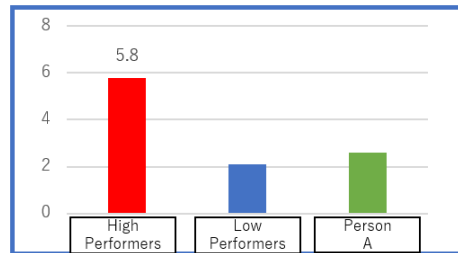
Interruptions



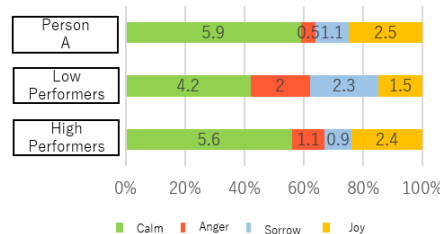
Talk/Listen Ratio



Intonation



Emotion Trends



Increase in customer's tone

