



# CONVERSATION INTELLIGENCE REPORT

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## SAMPLE REPORT



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## DATA ANALYZED

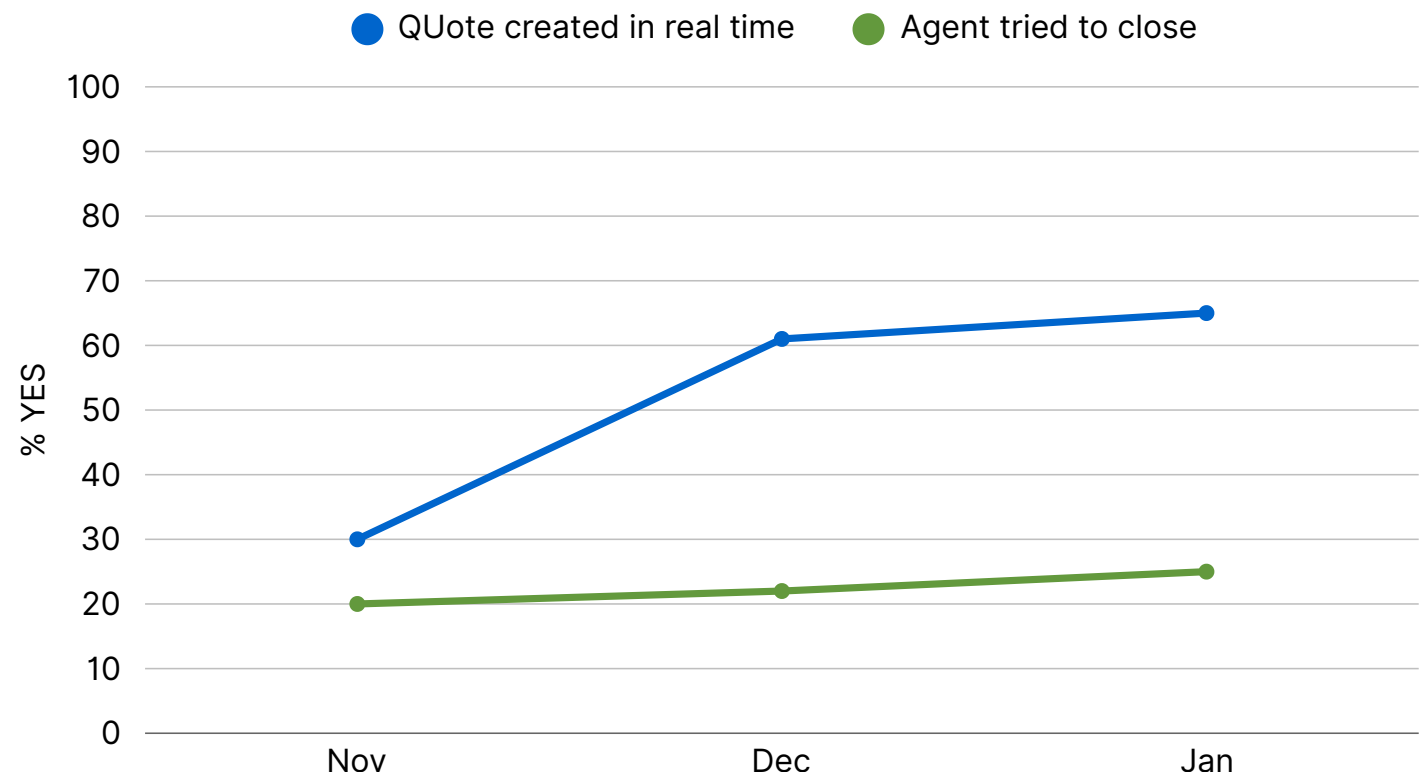
The analysis comprises of **340 calls** totalling to **20h41 of call data** across **14 sales reps**.

## SELECTED METRICS

	Metric category	Metric	Result
1	Closing	Quote created in real time	65%
2		Agent tried to close	25%
3	Solar Pain-points	Identify pain-points	60%
4		Categorise the pain-points according to provided list	✓
5		Did the sales rep emphasize the pain-points?	25%
6		Did the sales rep use the pain-points throughout the conversation?	52%
7	Call outcome & Follow up	What was the outcome of the call?	✓
8		Did the sales rep schedule a follow-up?	50%

SELECTED METRICS

Metric Category	Metric	Result
Closing	Quote created in real time	65%
	Agent tried to close	25%

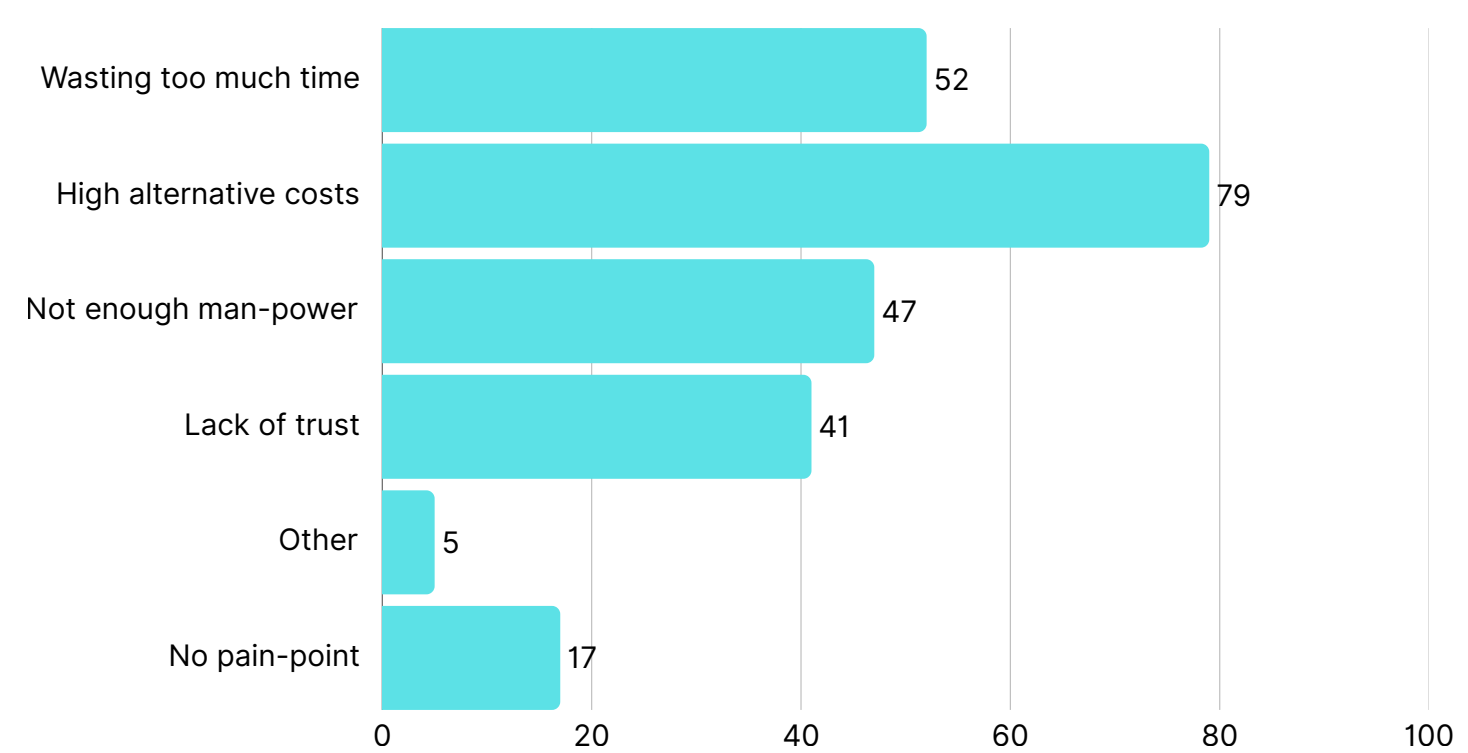




SELECTED METRICS

Metric	Result	Last month
Pain-points identified	60%	30%
Did the sales rep proactively uncover the pain-points?	25%	41%
Did the sales rep use the pain-points throughout the conversation?	52%	51%

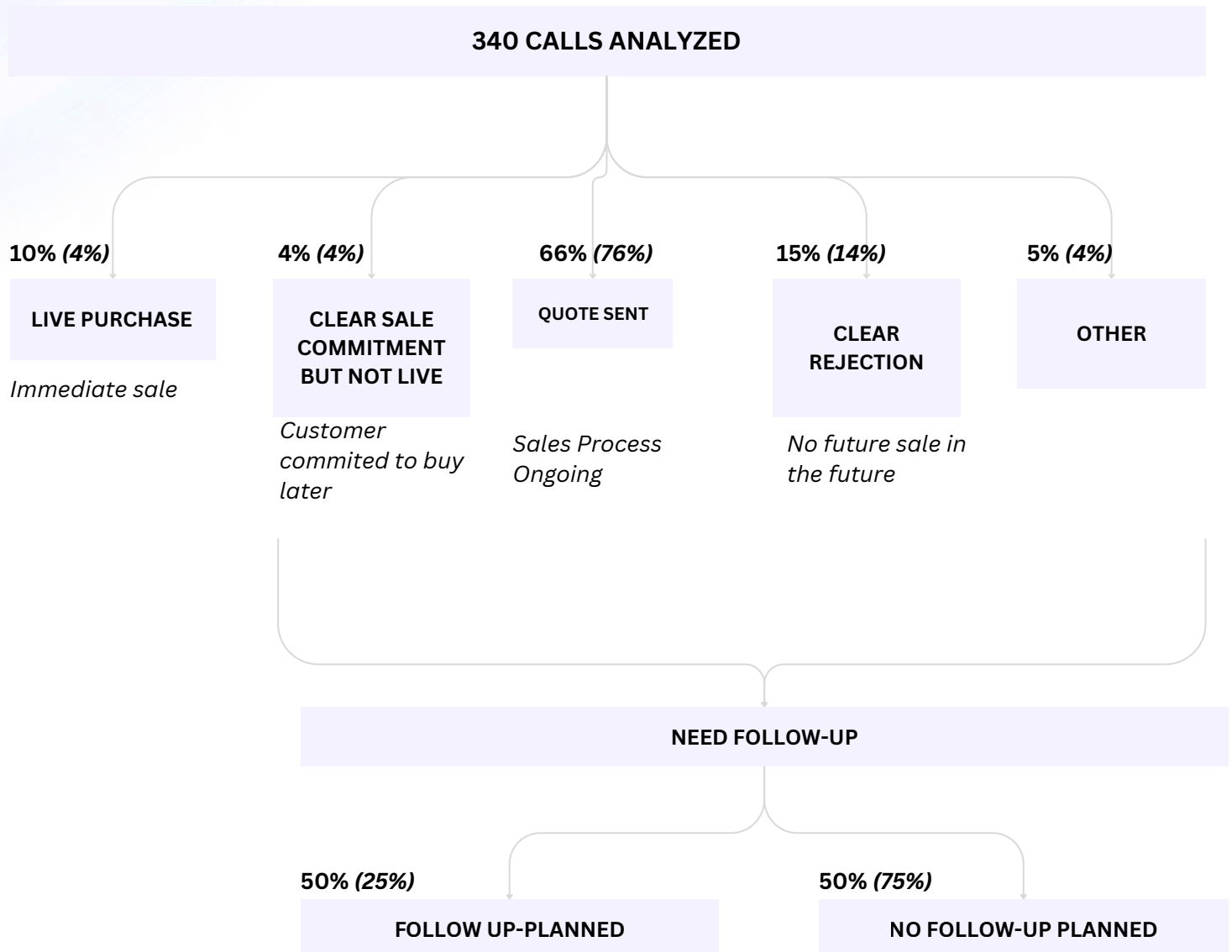
CATEGORIZED PAIN-POINTS



## CALL OUTCOME AND FOLLOW-UP - RESULTS



This month % (Previous month %)





# INDIVIDUAL SALES REP RESULTS

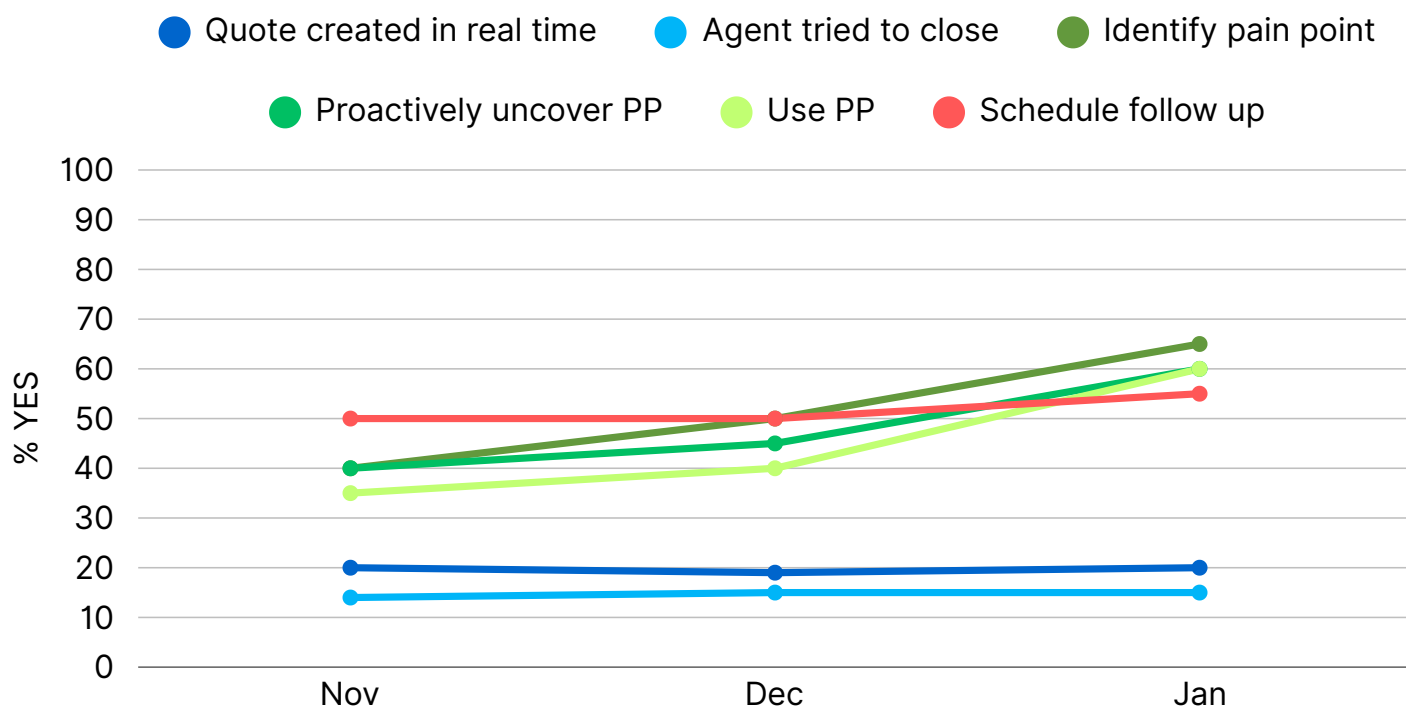
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## SELECTED METRICS

Metric category	Metric	Result	Team Average
Closing	Quote created in real time	20	30
	Agent tried to close	15	20
Pain-points	Identify pain point	65	60
	Did the sales rep proactively uncover the pain-points?	40	25
	Did the sales rep use the pain-points throughout the conversation?	60	52
Call outcome & Follow up	Did the sales rep schedule a follow-up?	55	50

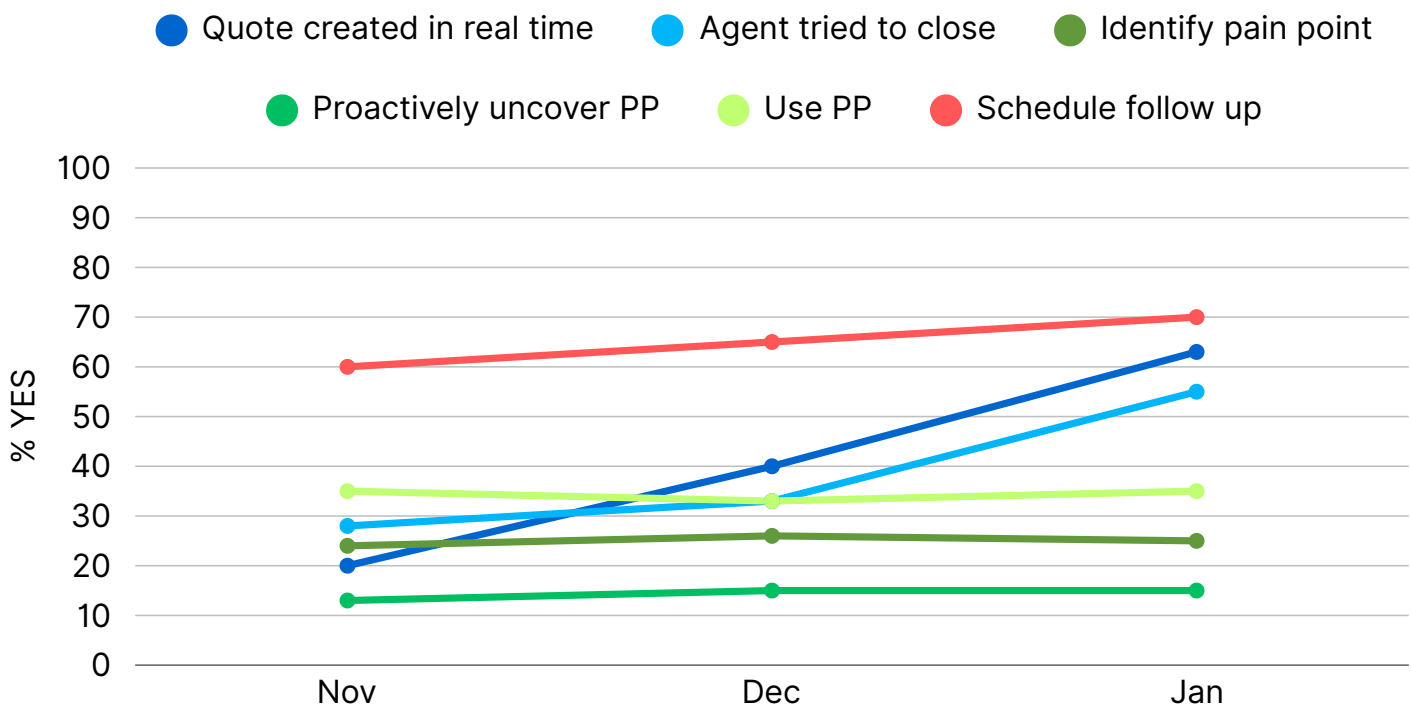
## AGGREGATED RESULTS



## SELECTED METRICS

Metric category	Metric	Result	Team Average
Closing	Quote created in real time	63	30
	Agent tried to close	55	20
Pain-points	Identify pain point	25	60
	Did the sales rep proactively uncover the pain-points?	15	25
	Did the sales rep use the pain-points throughout the conversation?	30	52
Call outcome & Follow up	Did the sales rep schedule a follow-up?	70	50

## AGGREGATED RESULTS



**WE WANT YOU TO IMPROVE YOUR SALES!**

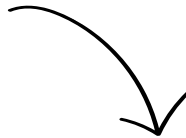


At Testmyteam.ai, we help companies better understand the performance of their sales team.

## **TIRED OF MANAGING BY GUT-FEELING?**

- ▶ **Know if your team is heading in the right direction**
- ▶ **Manage your team with data**
- ▶ **Let your team know where they can improve**

**LET'S CONNECT!**



**BOOK A DEMO**

**EMAIL US**



Carla & Paul,  
Co-Founders  
*(Not a couple)*