

emerge.ai

# AI Role Play & Coaching

For Sales & Service Excellence



**IKEA**

**Johnson  
& Johnson**



# In the AI era, soft skills decide who wins.

With hard skills being commoditized by AI, soft skills decide markets.

## +25%

Revenue through  
focused training



McKinsey finds that investing in targeted training and CX improvement increased their cross-sell rates by up to 25%

## 80%

is forgotten after  
90 days



A Study of Harvard Business Review finds that sales and service professionals forget over 80% of the knowledge from traditional training formats within 90 days.

## >30%

Script deviation in  
banking hotlines



Customers shared they suffer from over 30 % of deviation from legally required scripts (i.e. identification questions) by agents – no matter what kind of training they have received so far.

# Soft skill training is **hard & impossible at scale.**

Current approaches force you to **choose** between quality and scale:

## QUALITY

### Business Training and Coaching

Costly, inflexible,  
and doesn't scale.  
Coaching limited to  
2% top leadership.

 **simundia** Big Four

 **CoachHub**



## SCALE

### Traditional eLearning

No personalization  
and no practice  
lead to very limited  
upskilling results.

 **LinkedIn Learning**  **coursera**  
for business

 **edX**  **udacity**  **Udacity**  **Udacity**



emerge's AI-driven conversational soft skill training closes the gap:

Costly, inflexible,  
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## Mastering Discovery Calls - Sales &amp; Service Summit

Time remaining: 15 : 00

BEENDEN



Feedback



## Mastering Discovery Calls - Sales &amp; Service Summit

Time remaining: 14 : 07

BEENDEN



Feedback







NEXT STEP

# Try it out. Now.

- 1 ○ **Visit our Booth:** Experience emerse live.
- 2 ○ **Get Free Access:** Try emerse with Your Team
- 3 ○ **Create Your Own Custom Trainings**



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