

The background is a dark blue gradient. On the left, there is a large, semi-transparent circular graphic containing a detailed image of a circuit board. Overlaid on this and the top left are two overlapping triangles, one blue and one light green. In the top right corner, there is a faint, stylized pattern of interconnected lines resembling a circuit or a city map.

# Show Me The Money!!

Emotion Detection for Sales Call  
Performance



What Is This?

**the average cost of hiring an in-house  
Business Development Rep team is  
around \$6,000-\$10,000 per Rep per  
month.**

# What Is This?

5 Core Areas of a sales program than needs to develop for effective scaling:

1. **Strong hiring practices and coaching to develop sales reps**
2. Standardized sales processes
3. Consistent pipeline management
4. **Stable and effective enablement programs**
5. Appropriate infrastructure to last for the next 2-3 years



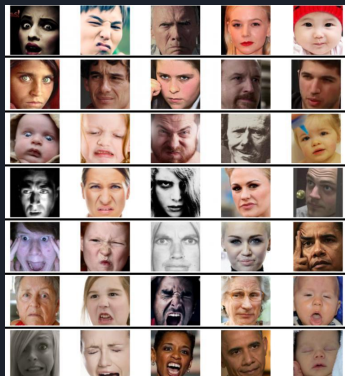
# Data

## FER 2013



30,000 facial images of expressions with size restricted to 48x48

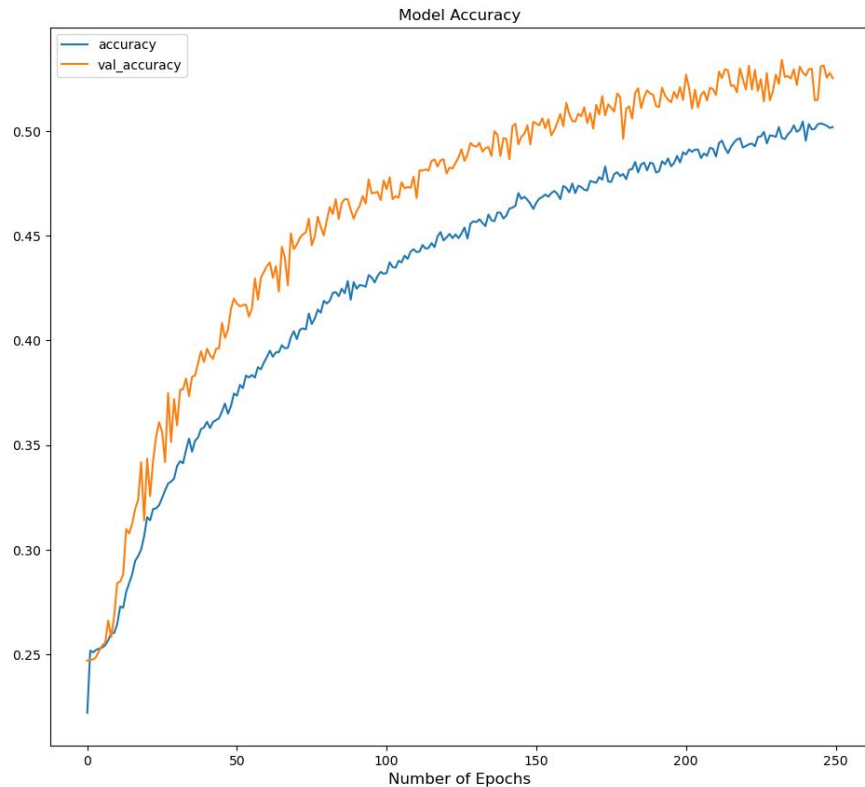
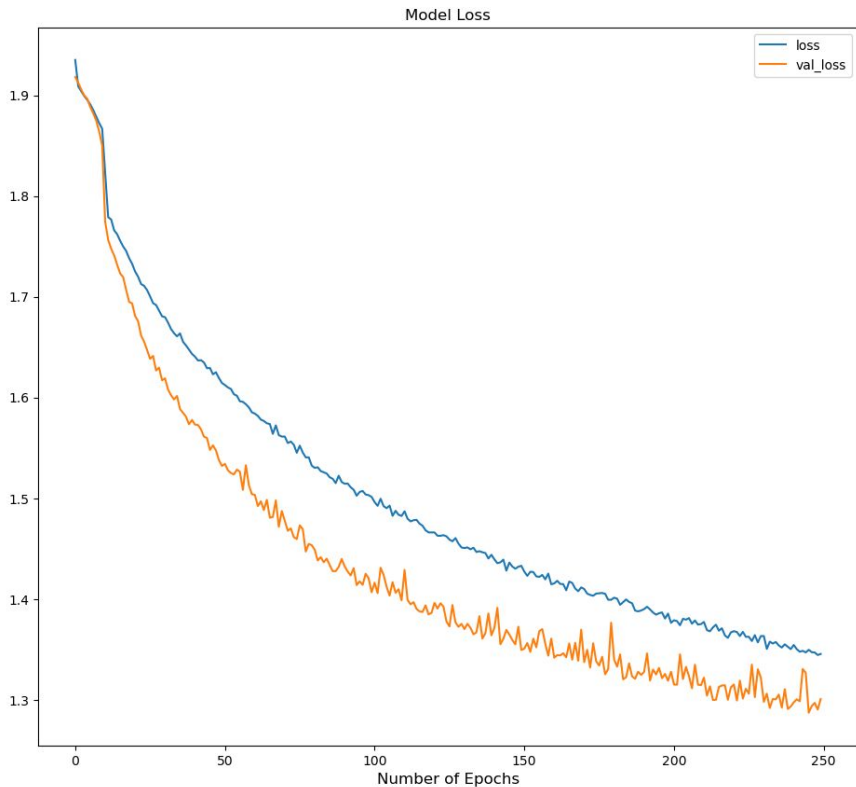
## AffectNet



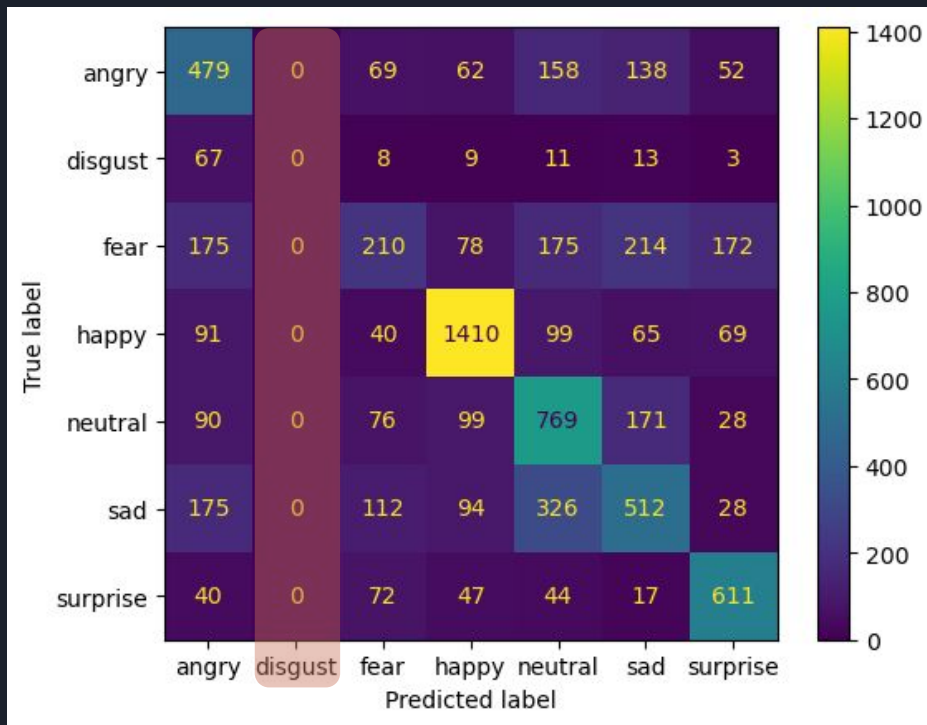
30,000 images of same expressions, min size of 700x700

# Modeling: Initial Approach

Loss and Accuracy for initial model performance



# Modeling: Initial Results



# Modeling: Initial Results

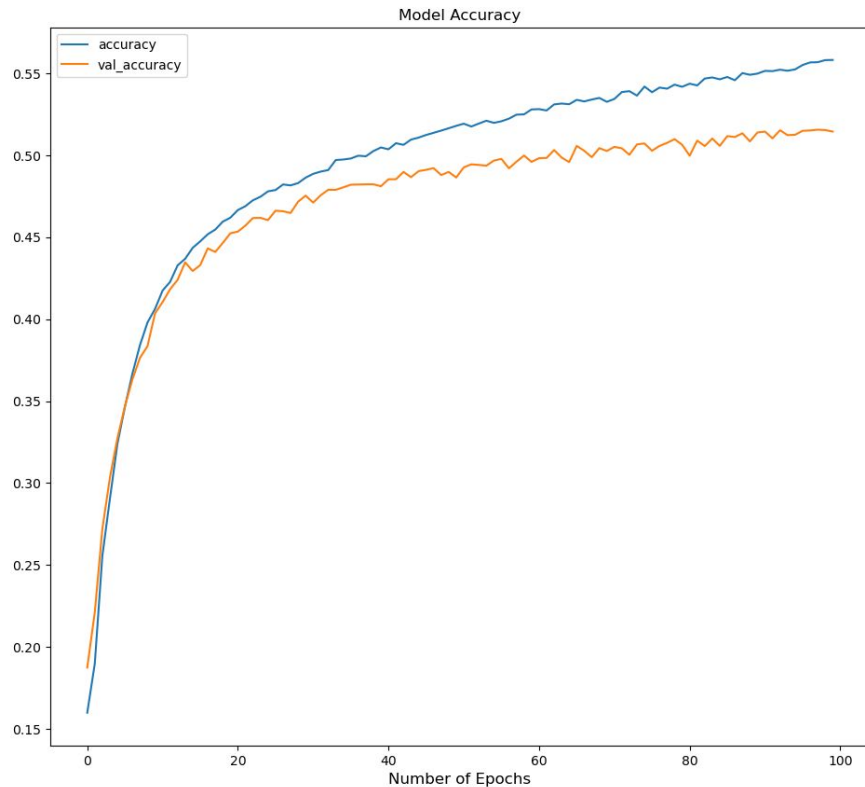
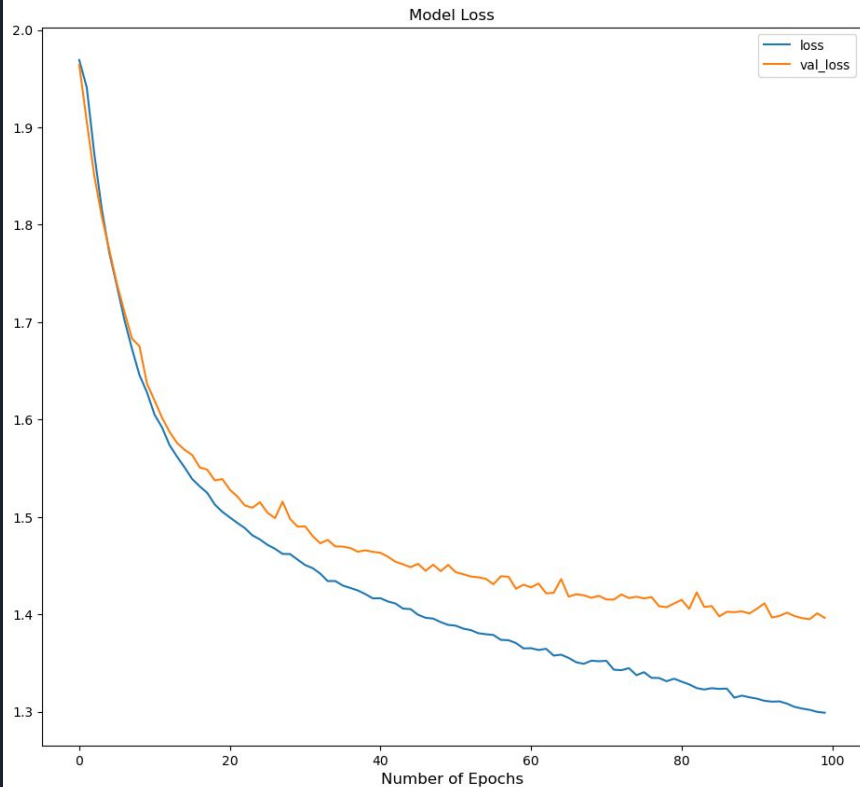
Predicted – happy

True – sad



# Modeling: Transfer Learning

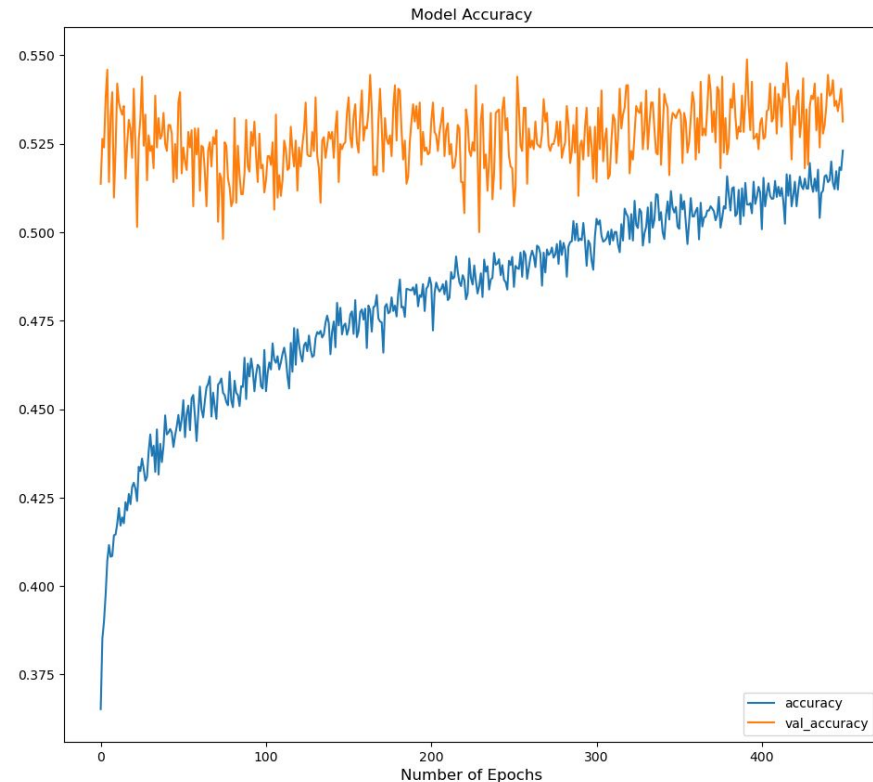
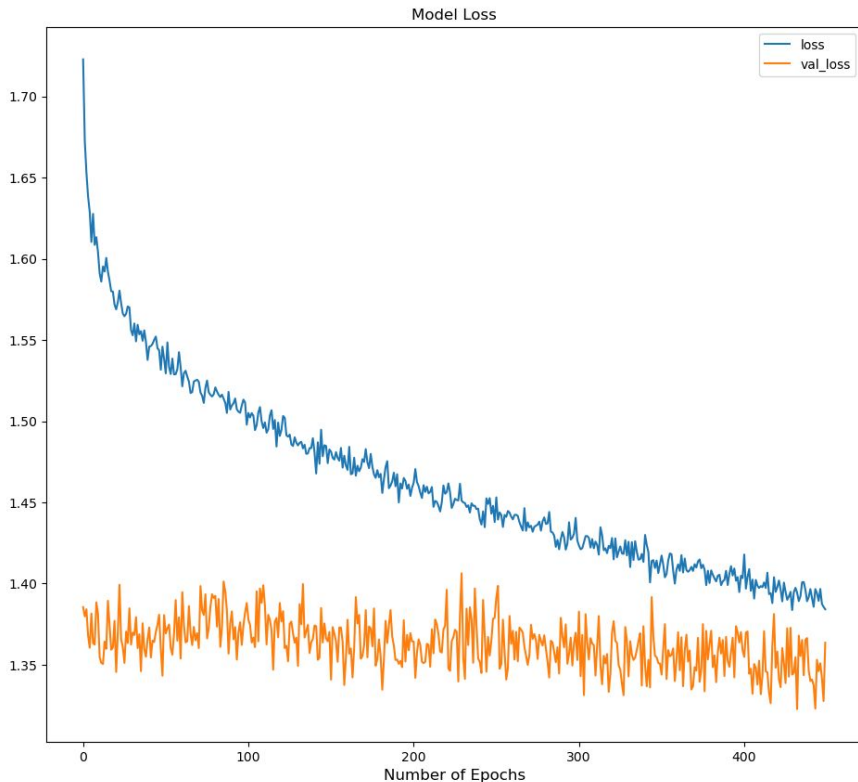
Loss and Accuracy for second model performance



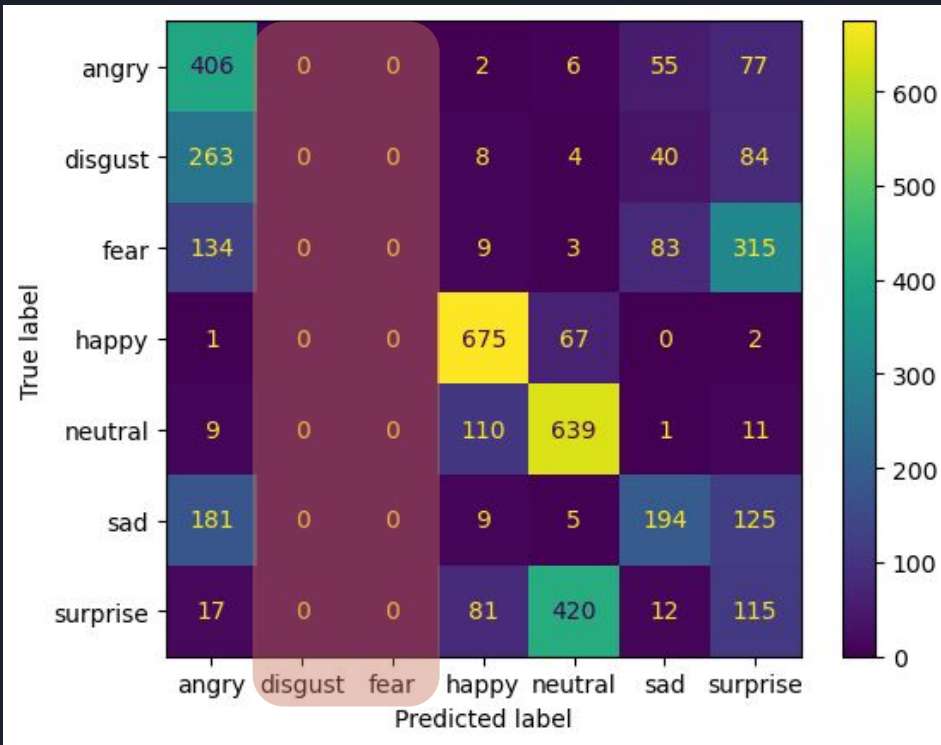


# Modeling: Post Transfer Learning

Loss and Accuracy After Transfer Learning  
on Initial Model Run Weights



# Modeling: Final Results





# Considerations:

## Business Use Case



# Considerations:

## Human Error



Predicted: Neutral

Actual: Fearful



# Next Steps

Datasets

Parameter Tuning

Model Benchmarking

Face Detection

Thank You

