Luminoso Product Notes

Luminoso Daylight

* AI based software to quickly and accurately understand text data.
* No need for human mediated machine learning or domain specific dictionaries.
* Understands words and phrases based on how used.
  + Can handle slang, spelling errors, technical language, industry-specific language, etc.
* Can understand call transcripts, chat-bots, product reviews, survey responses, social media, and chat transcripts. (handles any kind of text data)
* Can analyze text in 13 different languages so far.
* Can be uploaded in real-time via API or user interface.
* Can search for individual concepts and look at a heat map of related concepts.
* Match count data for exact matches and conceptual matches.
* Numerical score relating to strength of relation to search phrase.
* Can save any concept as a topic for more analysis.
* Can create sentiment topics – positive, against, etc.
* A.I. can auto-create topics by considering the most relevant concepts.
* Further features:
  + Topic-related documents, topic match counts, topic timelines, topic subset associations, topic-topic associations, top concept match counts.
* REST API supports classification and auto-labeling, KPI score drivers, and trend monitoring.
* Can export to Tableau, Excel, Powerpoint, etc.
* Can create own graphics.

Luminoso Compass

* Process, categorized, and tags streaming contact-center interactions in real-time
* Uses A.I. and natural language understanding to process textual data.
* Works with support tickets, chat-bots, chat transcripts, and call transcripts.
* Supports 13 languages.
* Uses supervised classification to categorize interactions.
* Messages are bucketed in real-time into categories pre-determined by the company.
  + Any messages that don’t fit are sorted into unclassified bucket.
* Uses unsupervised classification capabilities to automatically group messages by theme or topic.
  + Can use to find specific issues and trends in each cluster.
* Enterprises can plug existing contact centers into luminoso compass.
* Can deployed via a standard or private cloud or on-site installation behind firewall.