

Week 0: Data Scientist
(Angie Dowdell) +
Discourse.AI

L0 Insights (Topic Level):
Identify Topic Cluster
Hierarchy Level 0 (LSA
Insights only)

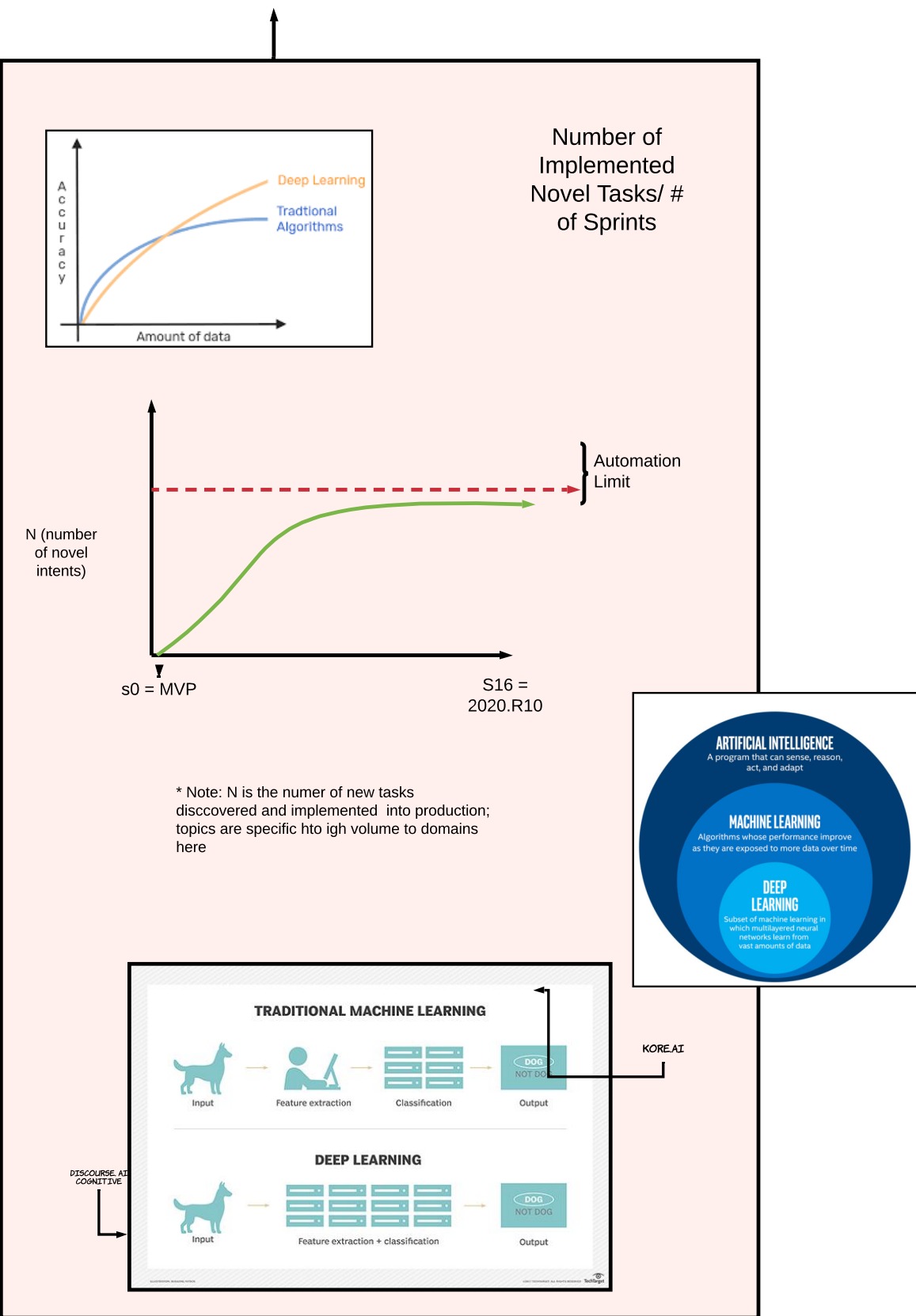
Week 1: Product
Owner(Turkesa Bell Pryor)
+ Discourse.AI

L1 Insights (Refined):
Identify Topic Cluster
Hierarchy Level 1
(Business Use-Case
Specific Insights)

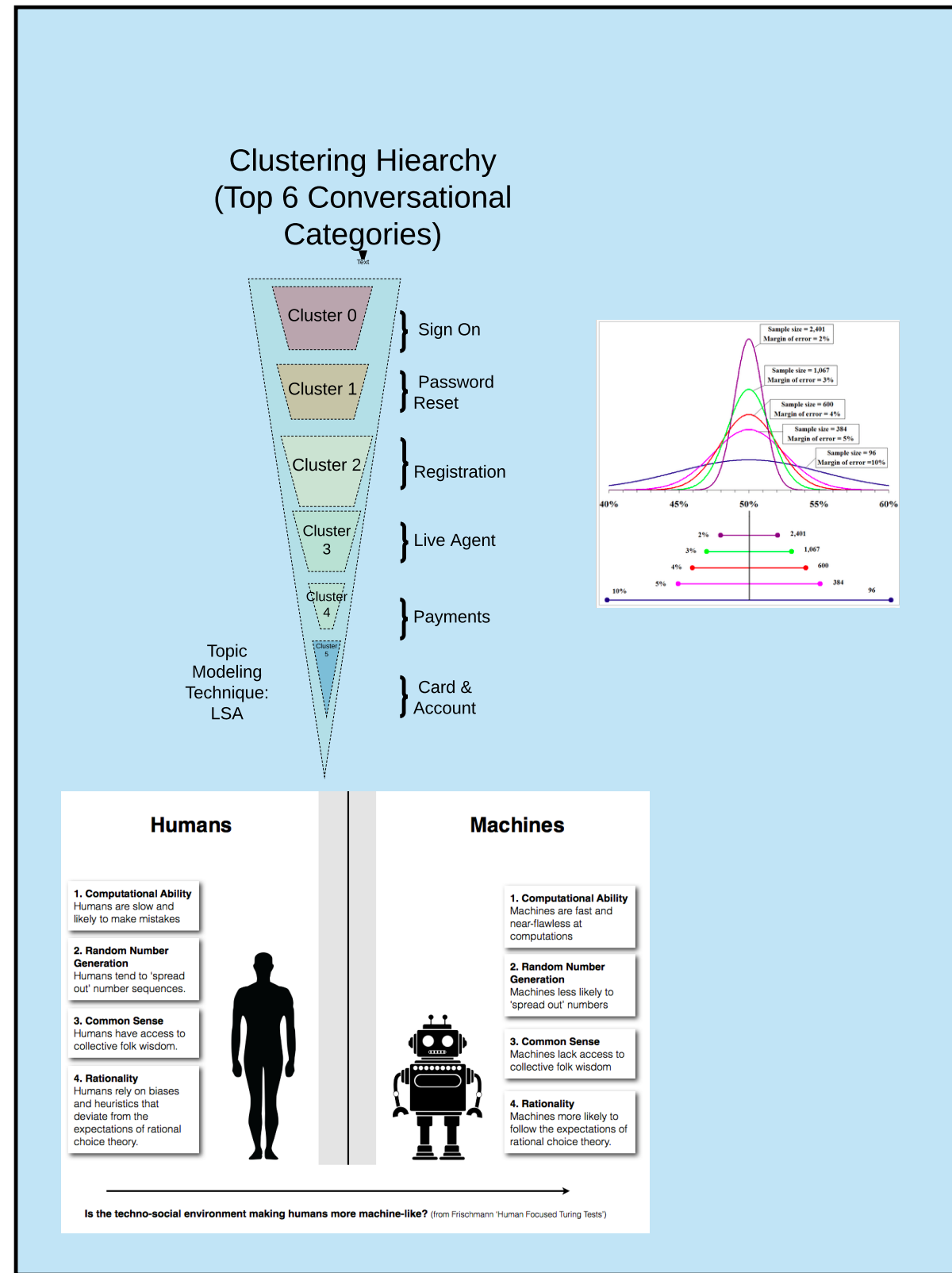
Week 2: Subject-Domain
(Customer
Representative) Experts
(i.e., 2 to 3)

L2 (Fine-Grained)
Insights:
Identify
Hierarchy
Level 2
(Human
Intuition Level
Insights with
Customer
Experts

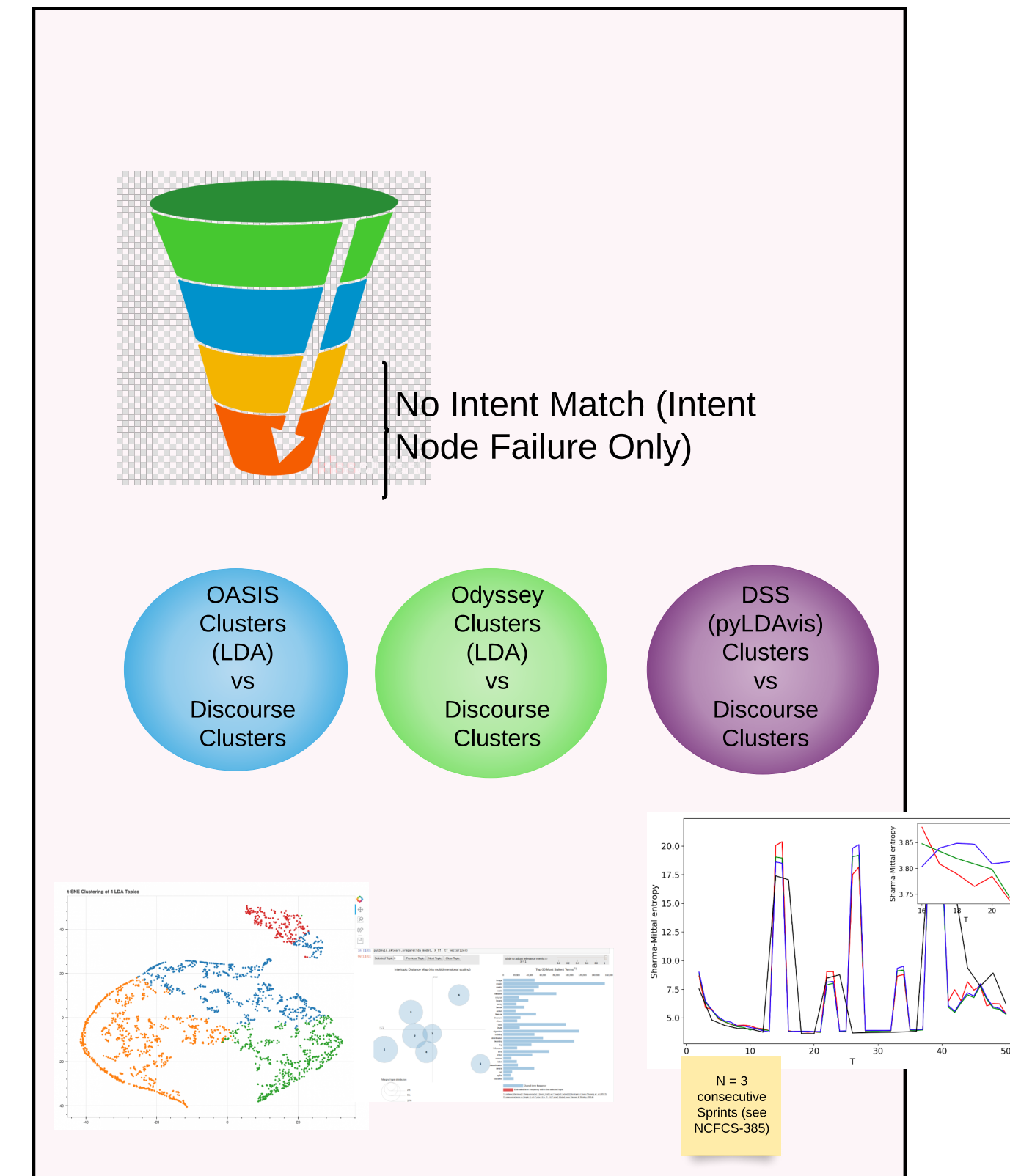
Benchmark 1: Automation Rate



Benchmark 2: Human Expert Customer Evaluation



Benchmark 3: Clustering and Discovery Analysis



Benchmark 4: Time to Value

