

Benchmark 1: Automation Rate

Benchmark 2: Human Expert Customer Evaluation

Benchmark 3: Clustering and Discovery Analysis

Benchmark 4: Time to Value

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)

L3 (Fine-Grained) Insights: Identify Hierarchy Level 2 (Human Intuition Level Insights with Customer Experts)

