SAMI VoC AI - Executive Summary

Topic Modeling

- Detect dominant, emerging, and declining themes

- Track velocity of topics and co-occurrence clusters

- Sources: Contracts, reviews, social comments

Sentiment Tracking

- Sentiment shifts by demographic, lifecycle, or intent

- Metrics: Volatility Index, Recovery Rate, Competitive Diff

- Visual Output: Heatmaps

Emotion Profiling

- Detect power phrases, sarcasm, metaphor decoding

- Map emotional arcs (e.g., confusion to trust to delight)

Advanced Analysis

- B2B: Buyer vs End User emotional gaps

- Consumer: Sarcasm and idioms by region or culture

Visual Outputs

- Topic Rivers, Heatmaps, Empathy Maps, Dashboards

Platform Integrations

- B2B: Gong, Chorus, Medallia

- Consumer: Clarabridge, Lexalytics

Supported Input Types

- Verbatims, chat logs, surveys, social, interview transcripts