



ECONSULTANT - USER GUIDE

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INTRODUCTION TO ECONSULTANT

EConsultant is a new way of doing consultancy that uses technology to analyse what is happening in a meeting and provides real time data visualization.

Building on the experience and feedback gathered over the years in consultancy this product provides functionality such as:

- Recording speech of all meeting's participants individually
- Extracting key phrases and entities from the conversation
- Analysing conversation for sentiment
- Drawing connection between various documents and meeting's topics
- Providing visualization of all this information on graphs and charts

This manual explains many ways of using the web application in order to get the most out of the eConsultant resources. For all further questions, please get in touch with the eConsultant team – the contact details can be found on the last page.

The background is a complex network of thin grey lines connecting various nodes. The nodes are represented by circles of different sizes and colors: dark blue, light blue, and grey. Some nodes are larger and more prominent, while others are smaller and less visible. The overall effect is a sense of interconnectedness and a digital or technological theme.

MEETING PARTICIPANT

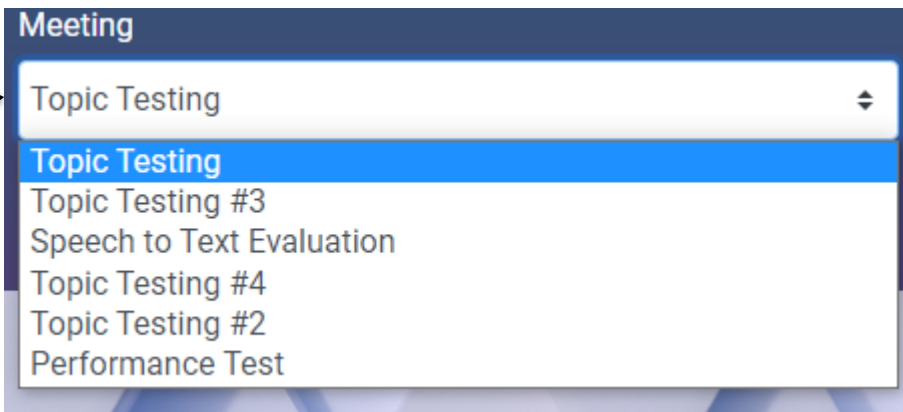
JOIN MEETING

1. Enter your name first



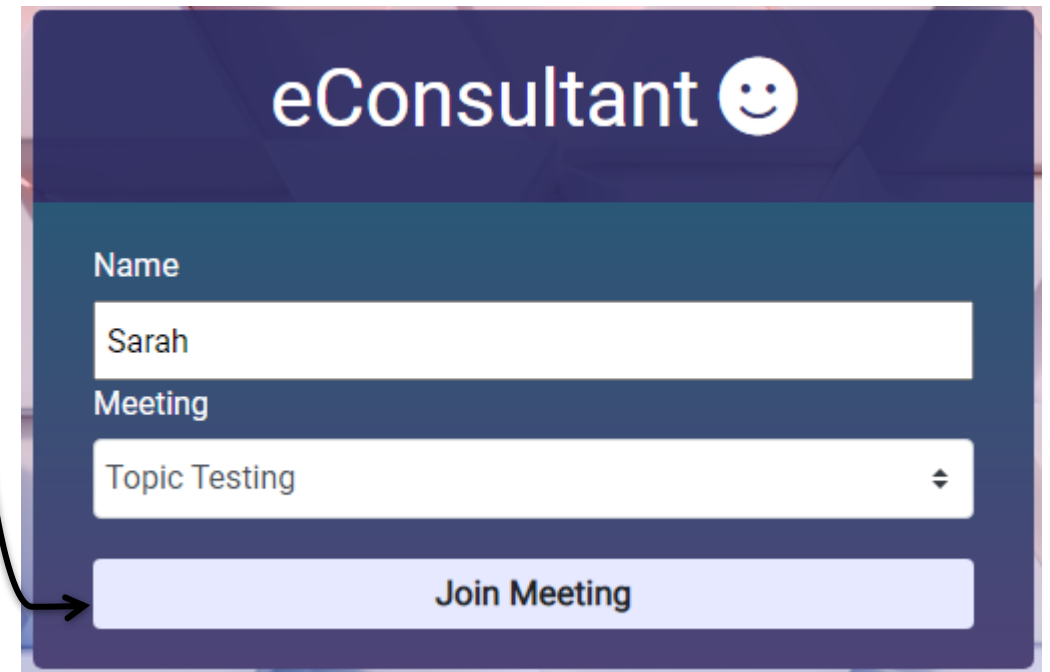
A screenshot of a form with a label 'Name' above a text input field. The input field contains the placeholder text 'Enter your name...'. A curved arrow points from the instruction '1. Enter your name first' to this input field.

2. Choose the name of meeting you want to join



A screenshot of a form with a label 'Meeting' above a dropdown menu. The dropdown menu is open, showing a list of options: 'Topic Testing' (highlighted), 'Topic Testing #3', 'Speech to Text Evaluation', 'Topic Testing #4', 'Topic Testing #2', and 'Performance Test'. A curved arrow points from the instruction '2. Choose the name of meeting you want to join' to the dropdown menu.

3. Finally, you can join the meeting by clicking the button



A screenshot of the full 'eConsultant' join meeting form. It features the 'eConsultant' logo at the top. Below it are two input fields: 'Name' (containing 'Sarah') and 'Meeting' (containing 'Topic Testing'). At the bottom is a large blue button labeled 'Join Meeting'. A curved arrow points from the instruction '3. Finally, you can join the meeting by clicking the button' to the 'Join Meeting' button.

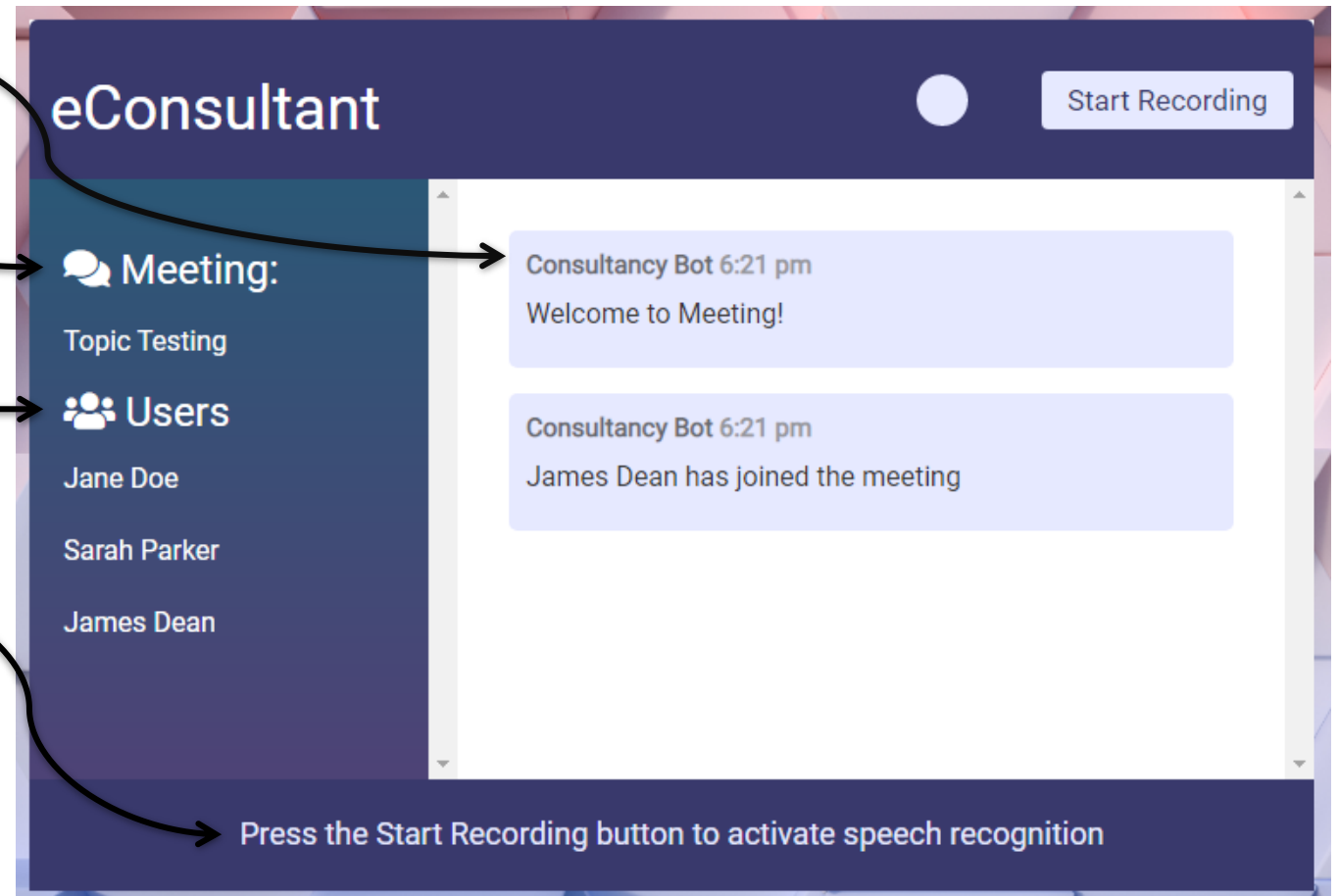
INSIDE THE MEETING

Messages and notifications

Name of the meeting

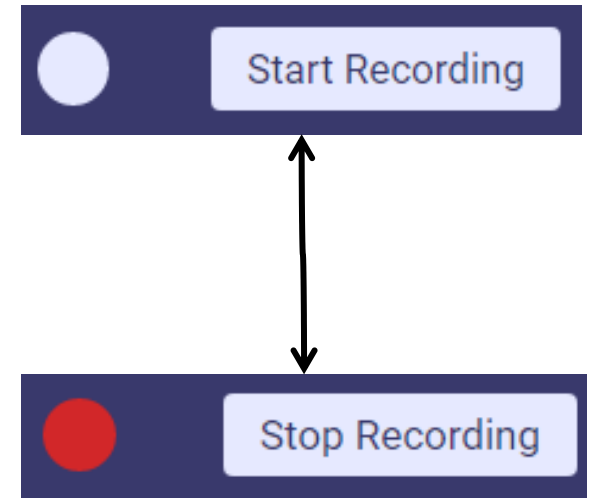
Users in the meeting

Status of your recording



START RECORDING

1. Press the button to start recording your voice.
2. Once pressed, the voice recognition indicator will start blinking.
Recording doesn't stop automatically.
You need to press the button again to stop recording.
3. Start speaking to your microphone



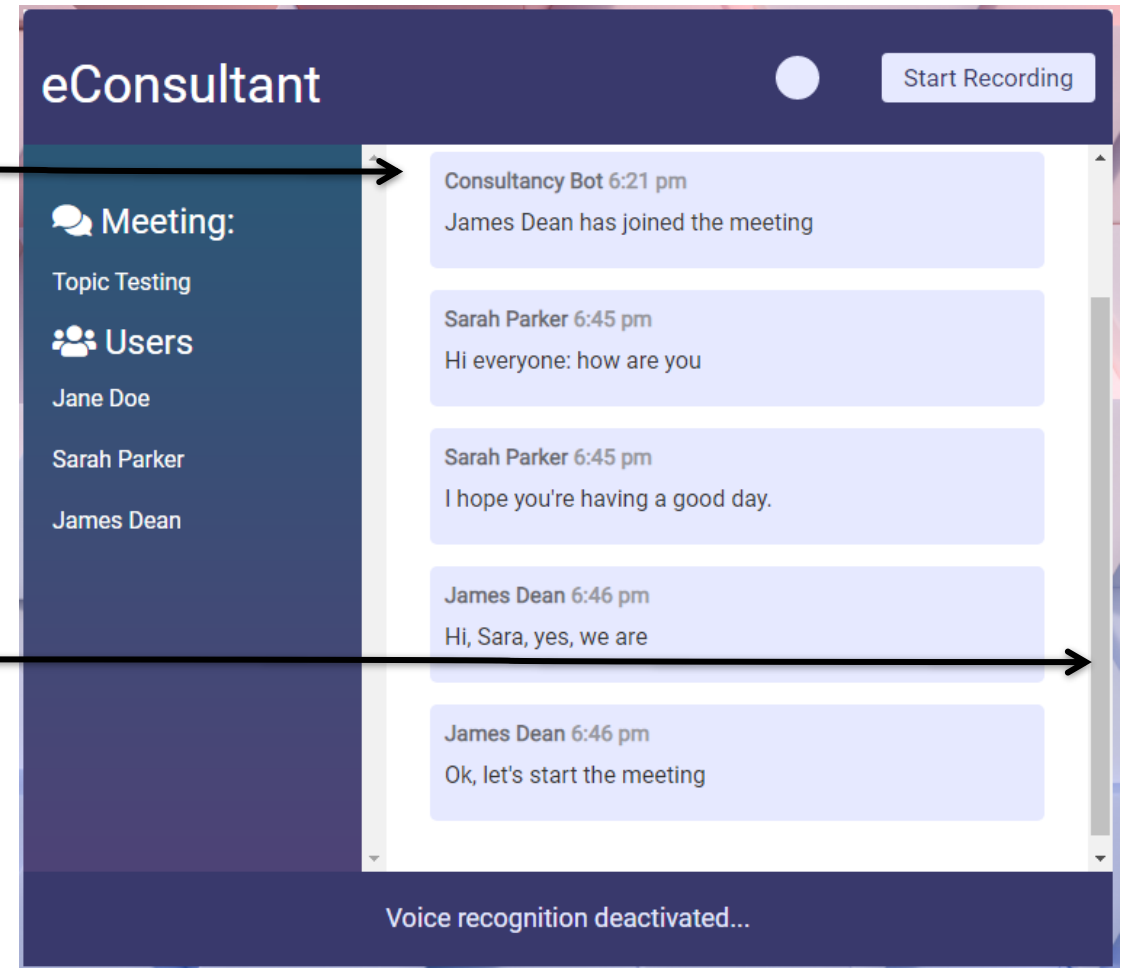
SEE MEETING'S MESSAGES - CHAT

Messages appear in the chat.

Their order depends on the time they were said and they include:

- the user's name
- the time the message was said
- the content of the message.

You can use scroll to see past messages.



The background is a complex network of thin grey lines connecting various circular nodes. The nodes are in different colors: dark blue, light blue, and grey. Some nodes are larger than others, and some are surrounded by concentric circles. A dark grey rectangular box with a thin blue border is centered in the image.

WEBSITE ADMINISTRATOR

LOGIN

1. Enter your username

2. Enter your password

3. Click “Login” Button

If you click “EC2 Management”
you will be redirected to “saving
resources” shown on page 40

Error message will appear if your
credentials are incorrect.

The diagram illustrates the login process in the AWS Management Console. It shows a 'Login' form with two input fields: 'Your username...' and 'Your password...'. Below these fields is a blue 'Login' button. An arrow points from the first instruction '1. Enter your username' to the username field. Another arrow points from '2. Enter your password' to the password field. A third arrow points from '3. Click “Login” Button' to the 'Login' button. Below the main form is a blue bar with the text 'Login' and the 'EC2 Management' logo. An arrow points from the text 'If you click “EC2 Management” you will be redirected to “saving resources” shown on page 40' to this bar. At the bottom, an arrow points from the text 'Error message will appear if your credentials are incorrect.' to the text 'Incorrect username or password.' which is displayed in red.

Login

Your username...

Your password...

Login

EC2 Management

Login

EC2 Management

Incorrect username or password.

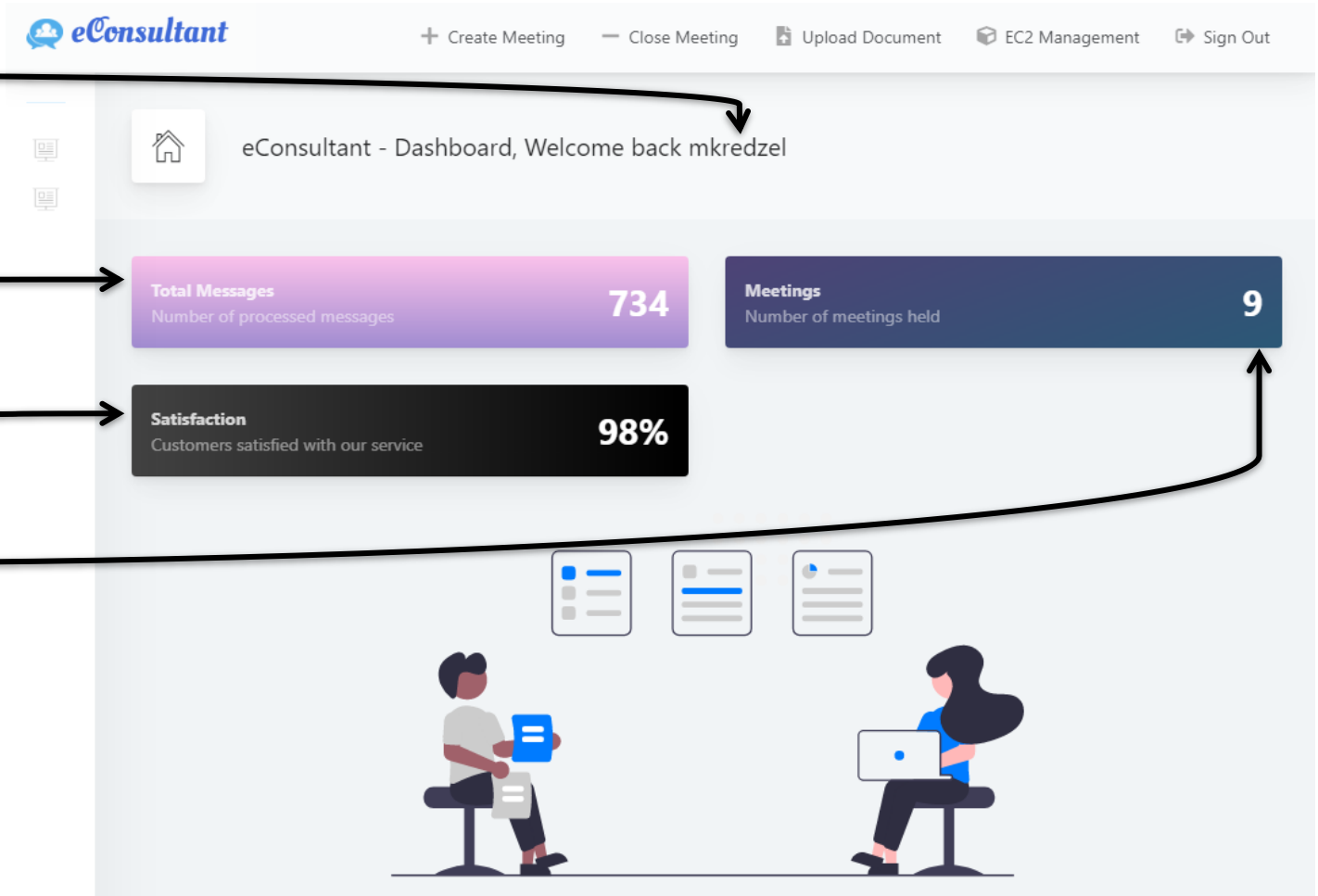
DASHBOARD

Logged in user

Number of messages
processed by eConsultant

Customer satisfaction rate

Total number of meetings



NAVIGATION



+ Create Meeting

— Close Meeting

📎 Upload Document

📦 EC2 Management

🚪 Sign Out

Creating new meeting

Uploading new document

Signing out

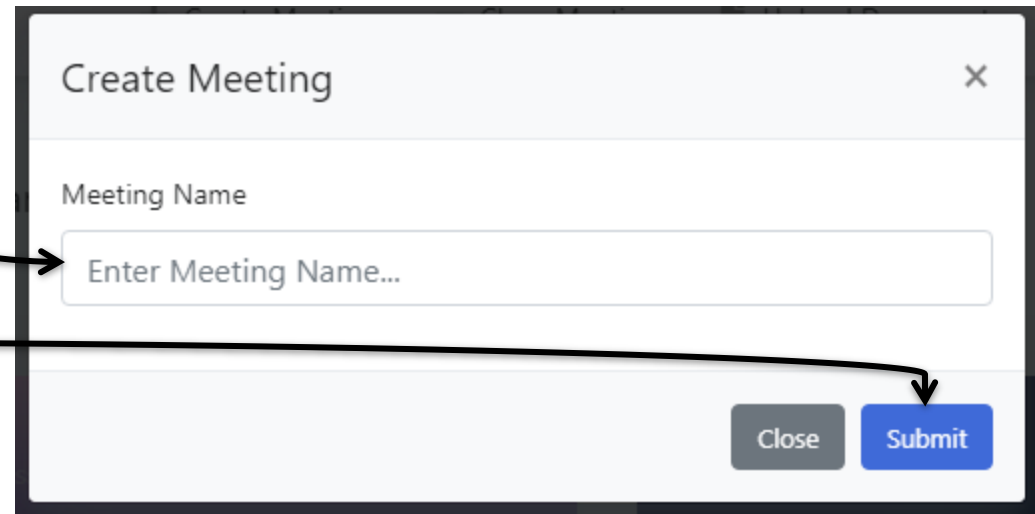
Closing existing meeting

Accessing EC2 management page

CREATE MEETINGS

1. Enter meeting's name

2. Click "Submit" button



The image shows a 'Create Meeting' dialog box. It has a title bar with the text 'Create Meeting' and a close button (X). Below the title bar is a text input field labeled 'Meeting Name' with the placeholder text 'Enter Meeting Name...'. At the bottom right of the dialog box are two buttons: 'Close' and 'Submit'. An arrow points from the instruction '1. Enter meeting's name' to the text input field. Another arrow points from the instruction '2. Click "Submit" button' to the 'Submit' button.

CLOSE MEETINGS

1. Choose meeting's name

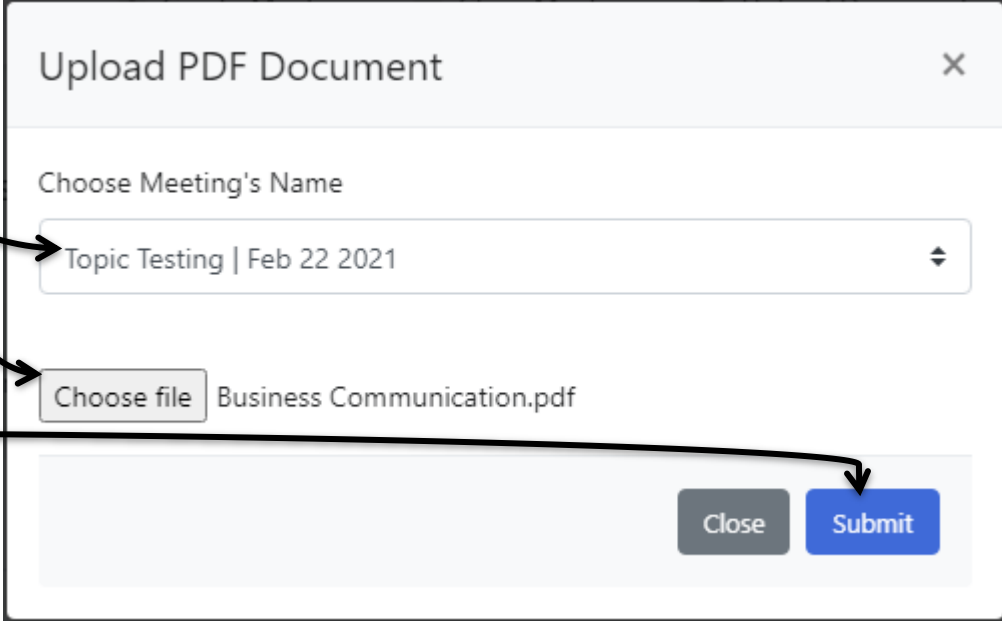
2. Click "Submit" button



The image shows a 'Close Meeting' dialog box with a title bar containing a close button (X). Inside the dialog, there is a label 'Choose Meeting's Name' above a dropdown menu. The dropdown menu is open, showing the selected item 'Topic Testing | Feb 22 2021'. At the bottom right of the dialog, there are two buttons: a grey 'Close' button and a blue 'Submit' button. Two arrows originate from the text on the left: one points from '1. Choose meeting's name' to the dropdown menu, and another points from '2. Click "Submit" button' to the 'Submit' button.

UPLOAD DOCUMENTS

1. Choose meeting's name
2. Click "Choose file" button and find local file from your computer
3. Click "Submit" button



The screenshot shows a dialog box titled "Upload PDF Document" with a close button (X) in the top right corner. Inside the dialog, there is a section labeled "Choose Meeting's Name" containing a dropdown menu with the text "Topic Testing | Feb 22 2021". Below this is a "Choose file" button followed by the text "Business Communication.pdf". At the bottom right of the dialog are two buttons: "Close" and "Submit". Three arrows from the instructions on the left point to these elements: the first arrow points to the dropdown menu, the second arrow points to the "Choose file" button, and the third arrow points to the "Submit" button.

SEE MEETING'S INFORMATION

Choose one of the meetings from the sidebar menu.

After clicking the name of the meeting you will see "Messages" tab opened.

Filter meeting's messages by single user or all users

The screenshot displays the eConsultant web application interface. On the left sidebar, under the 'MEETINGS' section, the 'Open Meetings' list includes 'Topic Testing | Feb 22 2021', which is highlighted. An arrow points from this meeting name to the 'Messages' tab in the main dashboard. The main dashboard is titled 'Analytics Dashboard - Topic Testing' and features a 'Filter Users:' dropdown menu set to 'All Users'. Below this, the 'Messages' tab is active, showing a list of messages under the heading 'DISPLAYING MESSAGES - ALL USERS'. The messages are from users 'Lori' and 'Yasmin' with timestamps from February 22, 2021. On the right side of the dashboard, there is a 'Topics' section titled 'KEY PHRASES - INTERNET SEARCH' listing seven items: 1. iTunes, 2. Madea, 3. Evans, 4. David Attenborough, 5. iPhone, 6. Google, and 7. Africa. Arrows from the text instructions point to the meeting selection in the sidebar, the 'Messages' tab, and the 'Filter Users' dropdown.

ACCESS MEETING'S CHAT HISTORY

Chat history is available through intuitive chat window

DISPLAYING MESSAGES - ALL USERS

Jane 11:38 01 Mar 2021

Although the bottom line has been directly affected, we have a moral obligation to society to maintain a presence in the community. Poorer areas have limited access to cafes and a Wetherspoons pub. Sometimes the only meeting point

John 11:38 01 Mar 2021

Thank you very much. Do you use any hand sanitizers

Jane 11:38 01 Mar 2021

We've already installed hand sanitizers, we clean the pubs daily. We have decreased the capacity levels in the pubs and we have floor screens between tables

Emojis represent the type of entities mentioned in the messages such as:

- Person
- Date
- Location
- Organization

Sentiment of the messages has been determined and specified into four categories:

- Positive
- Negative
- Mixed
- Neutral

marcel 11:18 01 Mar 2021

Good morning, Sarah

Jane 11:38 01 Mar 2021

In July we had 46 million customers at the time of writing. There had been no positive test for relating to our staff or customers reported through the NHS test and trace

Time of the message

Sender of the message

INTERNET SEARCH ON ENTITIES MENTIONED IN THE MEETING

1. Choose one of the entities from the list

KEY PHRASES - INTERNET SEARCH

1. JD Wetherspoons

2. Wetherspoons

3. NHS

Google

News

Wikipedia

4. Trace

2. Read recent news about the chosen entity from various sources

KEY PHRASES - INTERNET SEARCH

3. NHS

Google

News

- **Apple and Google block UK COVID app update for breaking data-sharing rules**
Google and Apple have blocked an update to the UK government's COVID-19 contact tracing app for breaching privacy terms, the BBC reports. The update, which was expected to roll out in time with the lifting of national lockdown on Monday, would have requested ...
Mashable 14:05 2021-04-12
- **The free cookbook designed for people with taste and smell loss from long COVID**
"What can we do to help?" That's the question Ryan Riley asked himself when people began experiencing loss of taste and smell as a result of COVID-19. As the founder of Life Kitchen, the UK's first cancer cookery school, Riley has a background in adapting re...

3. Pull up an article directly from Wikipedia to find entity's meaning

KEY PHRASES - INTERNET SEARCH

- **Helen McCrory was 'meteor in our life' says husband Damian Lewis**
The Peaky Blinders star's husband Damian Lewis says she armed her family with "courage to go on".
BBC News 10:03 2021-04-18

Wikipedia

The National Health Service (NHS) is the umbrella term for the publicly funded healthcare systems of the United Kingdom (UK). Since 1948 they have been funded out of general taxation. There are three systems which make up the "NHS" (NHS in England, NHS Scotland and NHS Wales). Health and Social Care in Northern Ireland was created separately[1] and although it does not use the name "NHS" it is still often referred to as such, particularly in reference to the overall health system in the UK. The four systems (representing each national region) were established in 1948 as part of major social reforms following the Second World War. The founding principles were that services should be

SEE MEETING'S MOST POSITIVE MESSAGES

This table lets you see what were the most positive messages said in the meeting.

It is an easy way to find out what had a positive impact on the meeting. You can see the topics included in the message, its sentiment score, user who said the message and an actual message.

MOST POSITIVE MESSAGES - ALL USERS 🗨️				
#	Topic	Sentiment	User	Message
1	the price, rice	1.00	Yasmin	Because the price is so perfect at the end,
2	the rice, all good job, thing, rice	1.00	Lori	Little and drum and cute - and he does the rice perfectly. I find myself when it's done and like all good job and putting it and really thing almost like. I do with my dog
3	people, things, great, thing, their advantage	1.00	Yasmin	This, it's great that you have things like that, that's cool, can you know people can use to their advantage.
4	Yeah, the mind, an animal, thing, animal	1.00	Lori	Yeah, it's incredible. I would give anything to be able to actually get inside the mind of an animal and get able to understand what they are thinking.
Madea. Madea it. manv				

SEE MEETING'S MOST NEGATIVE MESSAGES

This table lets you see what were the most positive messages said in the meeting.

It is an easy way to find out what had a negative impact on the meeting. You can see the topics included in the message, its sentiment score, user who said the message and an actual message.

MOST NEGATIVE MESSAGES - ALL USERS 😞			
3	July, the time, writing, no positive tests, our staff or customers, the NHS test, staff or customers	-0.86	whetherspoons 2 In July we had 46 million customers at the time of writing. The have been no positive tests. Do they think our staff or customers to put it through the NHS test and Trace ing
4	the pubs, people, pubs, the pub, the economy, enough hand sanitizer, the money, masks, all the time, cleanliness, old People, far more money, young people, the the pups, clothes, the time, money	-0.85	sarah I think that we have to be selfless and we should close the pubs. They haven't done enough hand sanitizer isn't enough if they are going to open the money to wear masks all the time. I think they're cleanliness isn't good enough. I think old People Help the economy and spend far more money than young people there for the the pups should save clothes for another 3 months.
5	people	-0.82	sarah And we will have to close it down and people will die.

SEE IF ANY PARTICIPANTS WERE MENTIONED

This table is an easy way to find out if participants engaged with each other or talked about other participants. You can see the topics included in the message, its sentiment score, user who said the message, receiver of the message and an actual message.

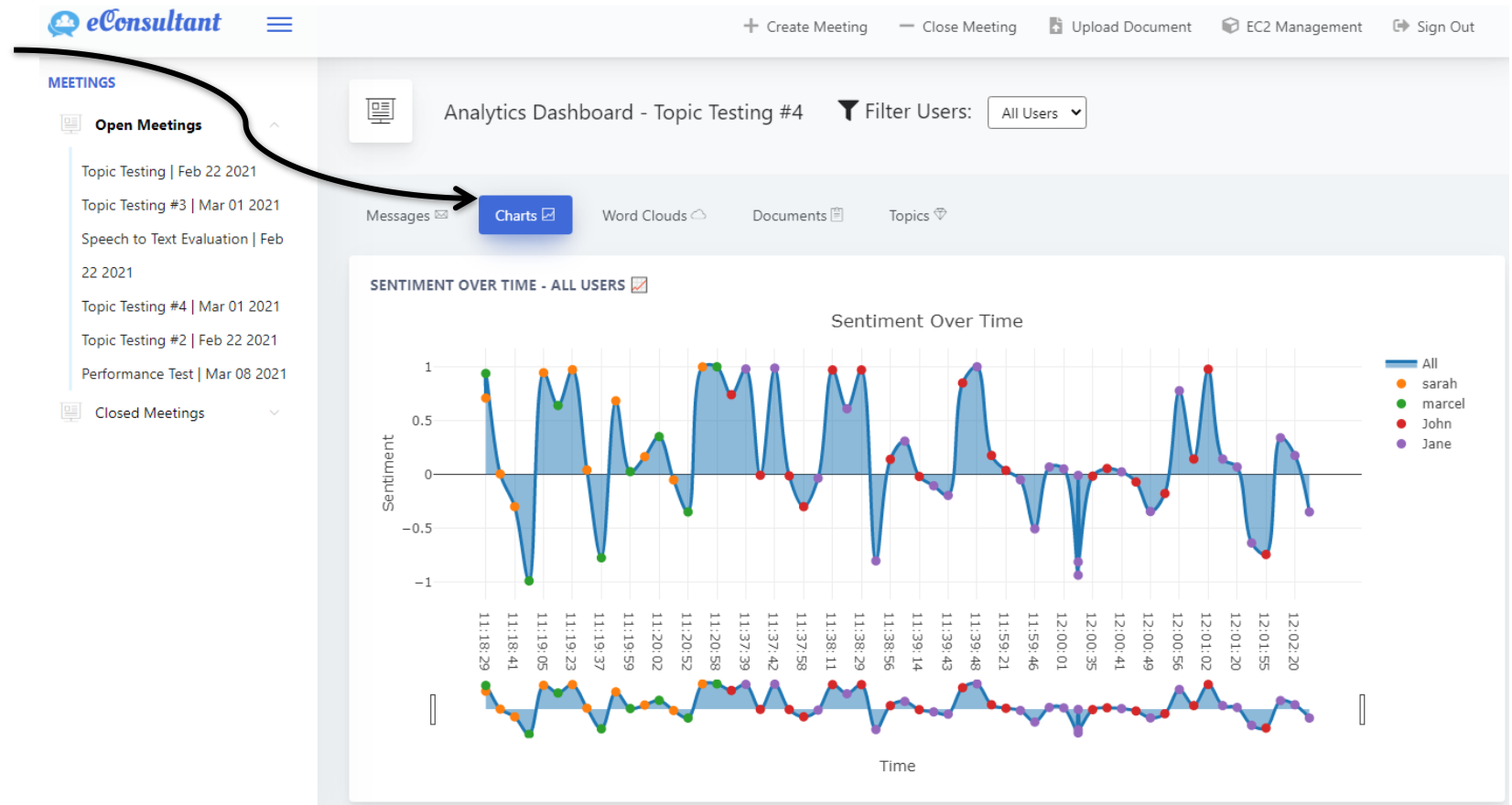
For example:

- Jane said “Good morning” to John
- Dave asked John if Ben was joining them

DIRECT MESSAGES/MENTIONS - ALL USERS				
From	To	Sentiment	Topic	Message
John	Ben	NEUTRAL	Dave, Hi Ben	Hi Ben hi Dave: how are you
Dave	John	POSITIVE	good thanks, Ben, today	Hi John I'm good thanks do you know if Ben is joining us today?
John	John	POSITIVE	JD Wetherspoons, Wetherspoons, Jane, good morning, a meeting, John and Jane	This is a meeting about JD Wetherspoons and we have John and Jane here good morning, Jane
Jane	John	POSITIVE	Good, Good morning	Good morning John
John	Jane	POSITIVE	JD Wetherspoons, Wetherspoons, good morning, a meeting, John and Jane	This is a meeting about JD Wetherspoons and we have John and Jane here good morning, Jane

SEE MEETING'S OVERVIEW ON CHARTS

Select “Charts” tab to open meeting’s overview displayed on various charts.

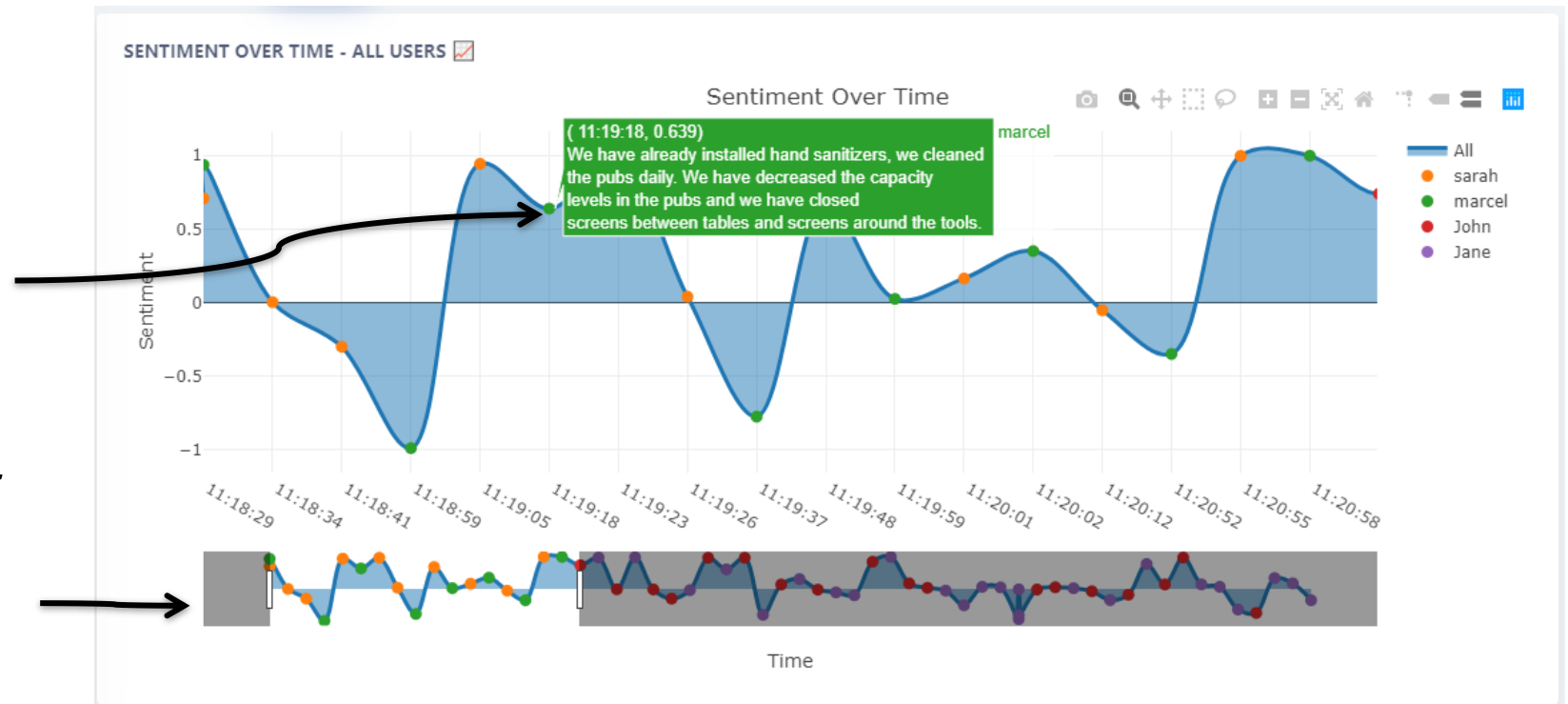


SENTIMENT OVER TIME CHART

Markers represent messages said by different users.

You can hover over the marker to read the exact message.

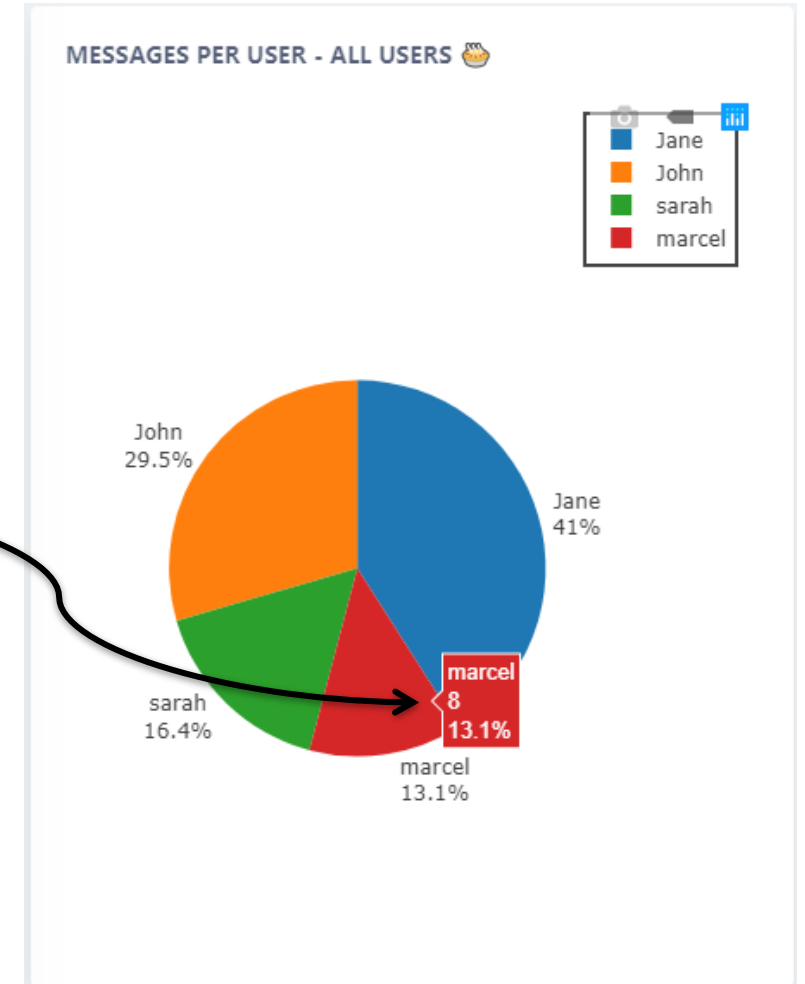
There is also a slider in the bottom to filter the time range.



MESSAGES PER USER - PIE CHART

This pie chart illustrates the comparison of the percentage of messages that have been said in the meeting.

You can hover over different users to see exact number of messages they have said.

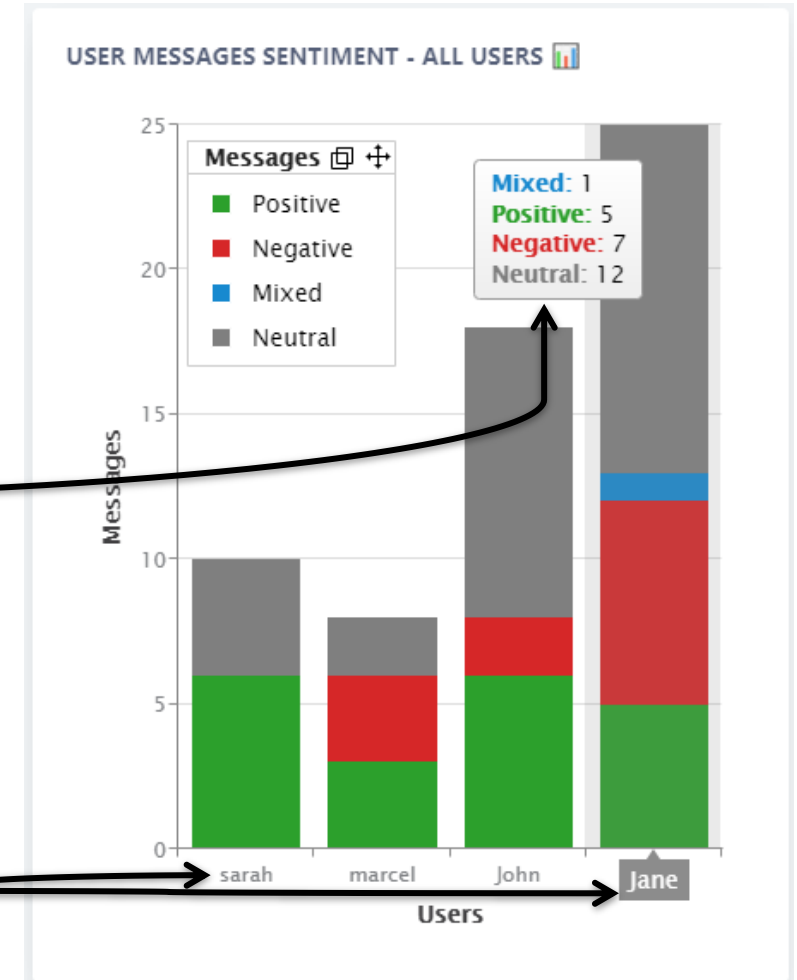


USER MESSAGES SENTIMENT - BAR CHART

Bar chart shows the sentiment of the messages for each user.

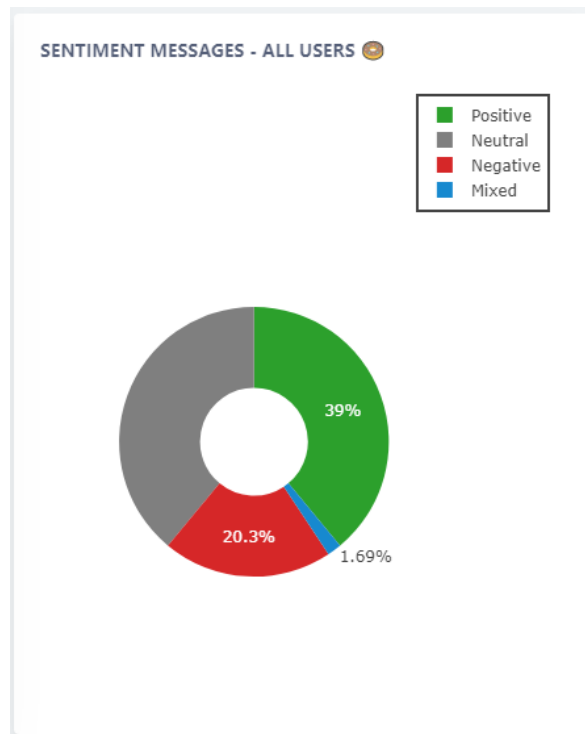
You can hover over different users to see exact number of messages they have said.

For example you can see that Sarah has been positive from the most of her speech, while Jane threw some negativity into the meeting with the most messages of all users.

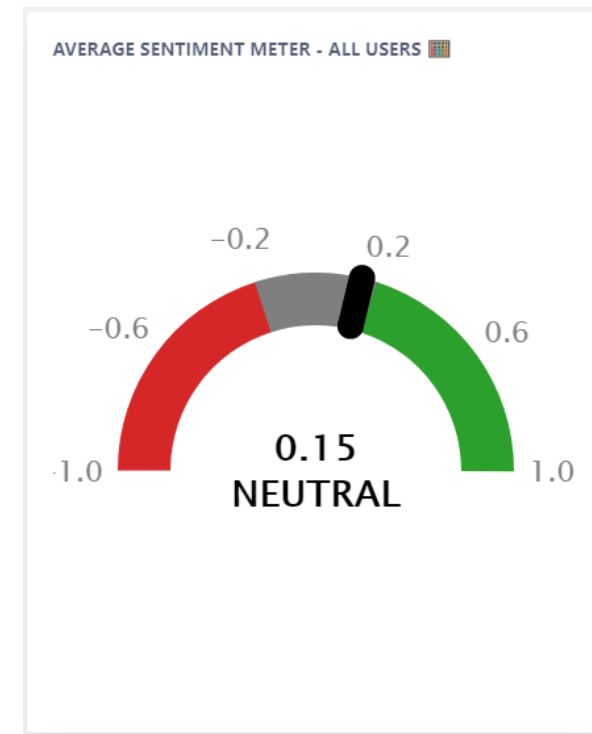


MEETING'S SENTIMENT - DONUT CHART & GAUGE

Donut chart shows the sentiment of the messages for the whole meeting in %



Gauge shows the mean of the sentiment score for the whole meeting

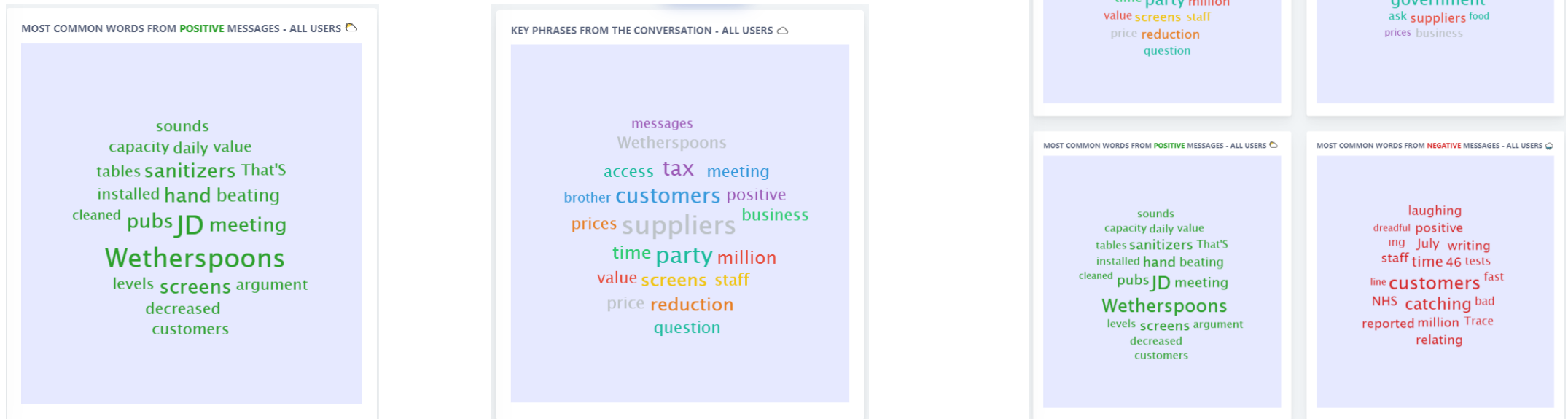


SEE MEETING OVERVIEW ON CHARTS - WORD CLOUDS

Click “Word Clouds” tab to retrieve four word clouds:

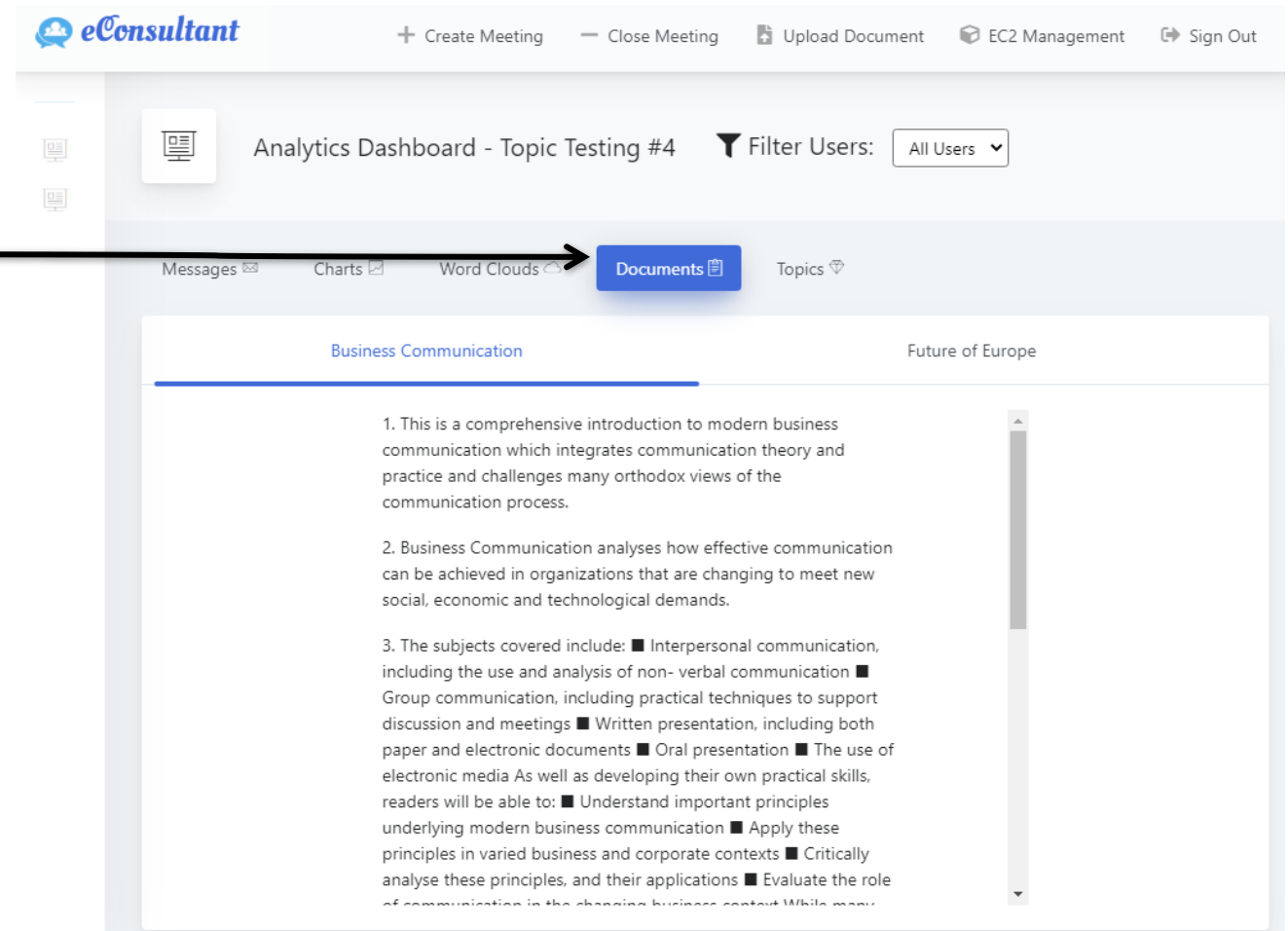
- Key phrases from the conversation
- Most common words from the conversation
- Most common words from positive messages
- Most common words from negative messages

Word's size depends on the frequency of its appearance.



SEE THE ANALYSIS OF THE UPLOADED DOCUMENTS

Click “Documents” tab to view uploaded documents and their analysis



The screenshot displays the eConsultant Analytics Dashboard for 'Topic Testing #4'. The dashboard includes a top navigation bar with options like 'Create Meeting', 'Close Meeting', 'Upload Document', 'EC2 Management', and 'Sign Out'. A left sidebar contains icons for various features. The main content area has a tabbed interface with 'Messages', 'Charts', 'Word Clouds', 'Documents' (selected), and 'Topics'. The 'Documents' tab shows a list of documents, with 'Business Communication' selected. The content area displays a detailed analysis of the 'Business Communication' document, including a list of topics and their descriptions.

Analytics Dashboard - Topic Testing #4 Filter Users: All Users

Messages Charts Word Clouds Documents Topics

Business Communication Future of Europe

1. This is a comprehensive introduction to modern business communication which integrates communication theory and practice and challenges many orthodox views of the communication process.
2. Business Communication analyses how effective communication can be achieved in organizations that are changing to meet new social, economic and technological demands.
3. The subjects covered include: ■ Interpersonal communication, including the use and analysis of non- verbal communication ■ Group communication, including practical techniques to support discussion and meetings ■ Written presentation, including both paper and electronic documents ■ Oral presentation ■ The use of electronic media As well as developing their own practical skills, readers will be able to: ■ Understand important principles underlying modern business communication ■ Apply these principles in varied business and corporate contexts ■ Critically analyse these principles, and their applications ■ Evaluate the role of communication in the changing business context While many

SEE THE ANALYSIS OF THE UPLOADED DOCUMENTS

You can choose the document you are interested in and see its contents divided and ordered by sentences.

Sentiment analysis applies to all sentences and is color-coded:

■ Positive

■ Negative

■ Mixed

■ Neutral

The screenshot displays a document analysis interface. At the top, there are two tabs: "Business Communication" and "Future of Europe". The "Future of Europe" tab is selected, indicated by a blue underline and a blue arrow pointing to it from the text "You can choose the document you are interested in". Below the tabs, a list of sentences is shown, numbered 39 through 45. Each sentence is followed by a sentiment analysis result, which is color-coded. Sentences 39, 40, 41, and 42 have neutral sentiment (black text). Sentence 43 has a positive sentiment (green text). Sentence 44 has a negative sentiment (red text), and an arrow points from the "Negative" legend entry to this sentence. Sentence 45 has a neutral sentiment (black text). A vertical scrollbar is visible on the right side of the list.

Business Communication

Future of Europe

39. Despite this, many Europeans consider the Union as either too distant or too interfering in their day-to-day lives.

40. Others question its added-value and ask how Europe improves their standard of living.

41. And for too many, the EU fell short of their expectations as it struggled with its worst financial, economic and social crisis in post-war history.

42. Europe's challenges show no sign of abating.

43. Our economy is recovering from the global financial crisis but this is still not felt evenly enough.

44. Parts of our neighbourhood are destabilised, resulting in the largest refugee crisis since the Second World War.

45. Terrorist attacks have struck at the heart of our cities.

SEE THE ANALYSIS OF THE UPLOADED DOCUMENTS

Below the component with sentences you can find two word clouds with “entities and names from the document” and “most words from the document”.

The last filled line chart shows the sentiment of the sentences and their contents.



SEE OVERVIEW OF CERTAIN TOPICS

Click “Topics” tab to view data related to topics.

Once clicked, you will be able to choose topics you are interested in from the autocomplete dropdown menu.

There is no limit for the amount of topics you choose. To remove the topic, simply click “x”

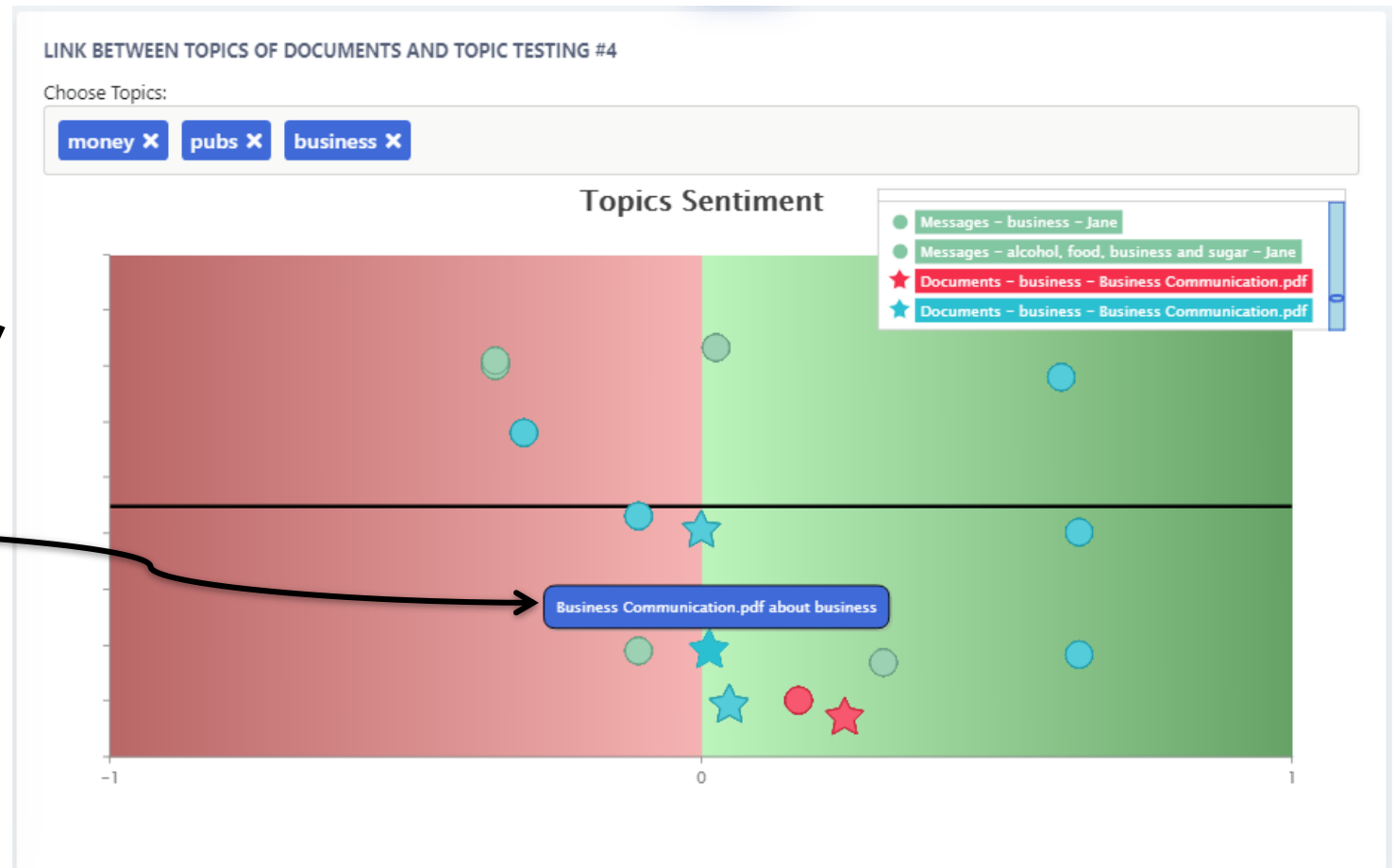


EXPLORE TOPICS CHARTS - TOPICS SENTIMENT

Markers on the graph represent different messages/sentences.

Their shape depends on their source. Circles state that the sentence in comes from a meeting, while stars mean that a the topic was mentioned in one of the documents. More information is available on hover.

Colours represent different users or different documents.

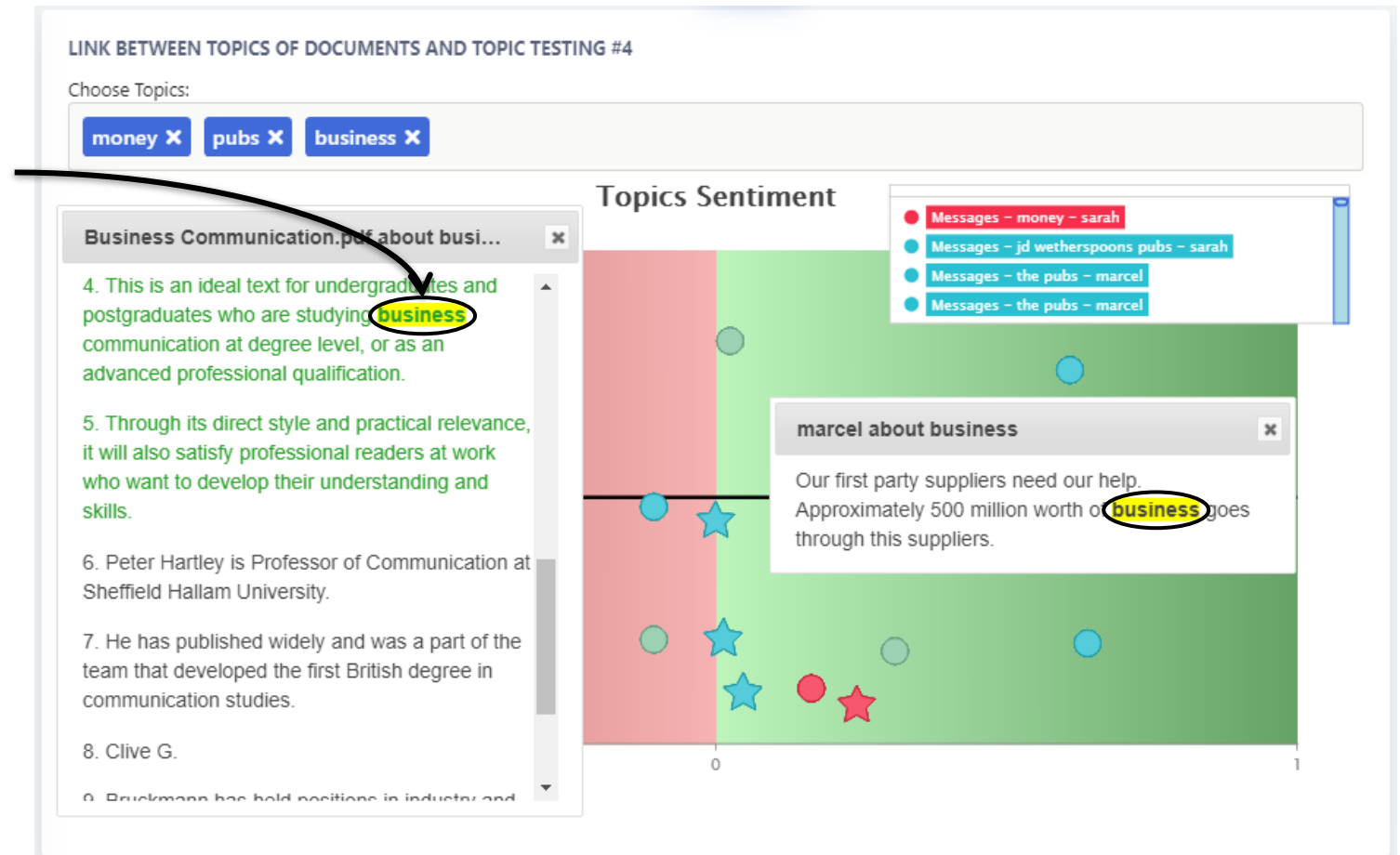


EXPLORE TOPICS CHARTS - TOPICS SENTIMENT

Once marker is clicked, small pops up and displays the meeting's sentence or the document's text with the topic highlighted in yellow colour.

These dialog windows are draggable and they do not close on change of the tab.

Click “x” to close them.



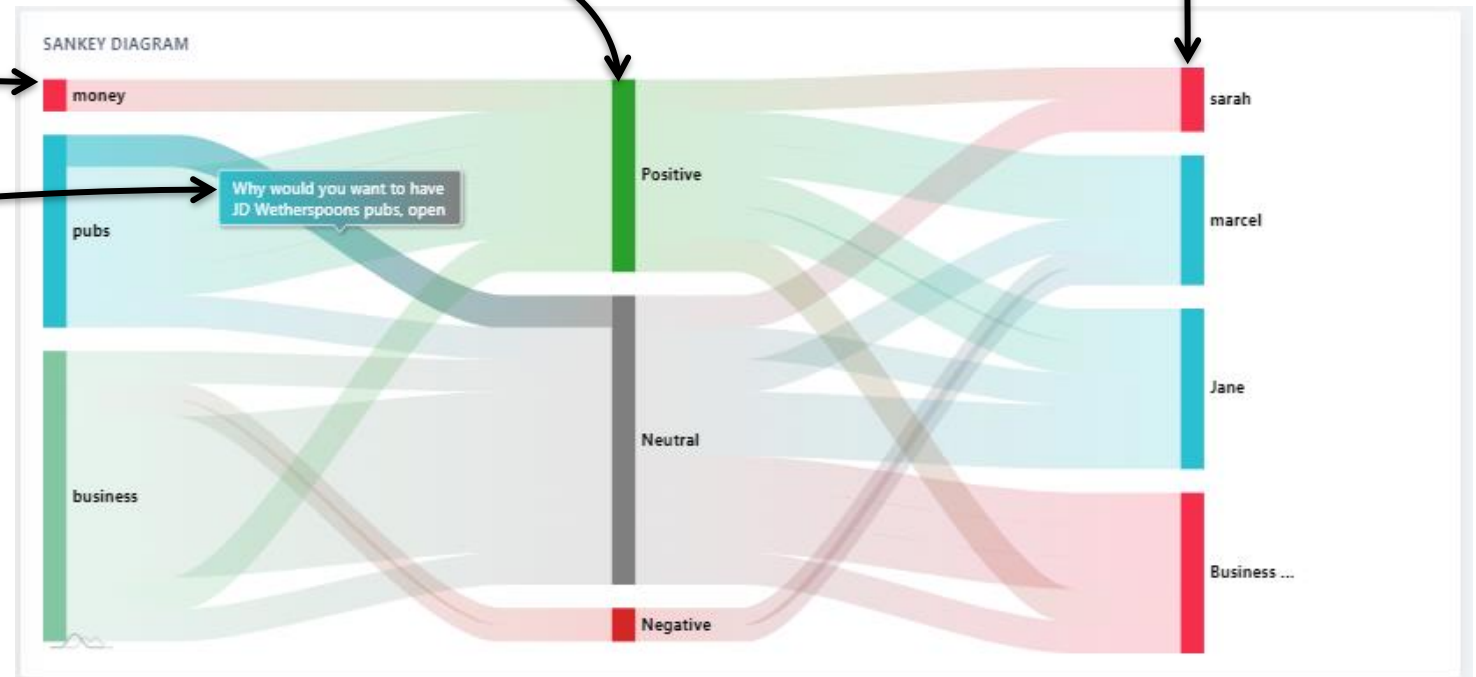
EXPLORE TOPICS CHARTS - SANKEY DIAGRAM

Chosen topic that has been mentioned in the meeting or in the document

Sentiment of the sentence

Source of the sentence

Content of the sentence is available on hover of the diagram's links



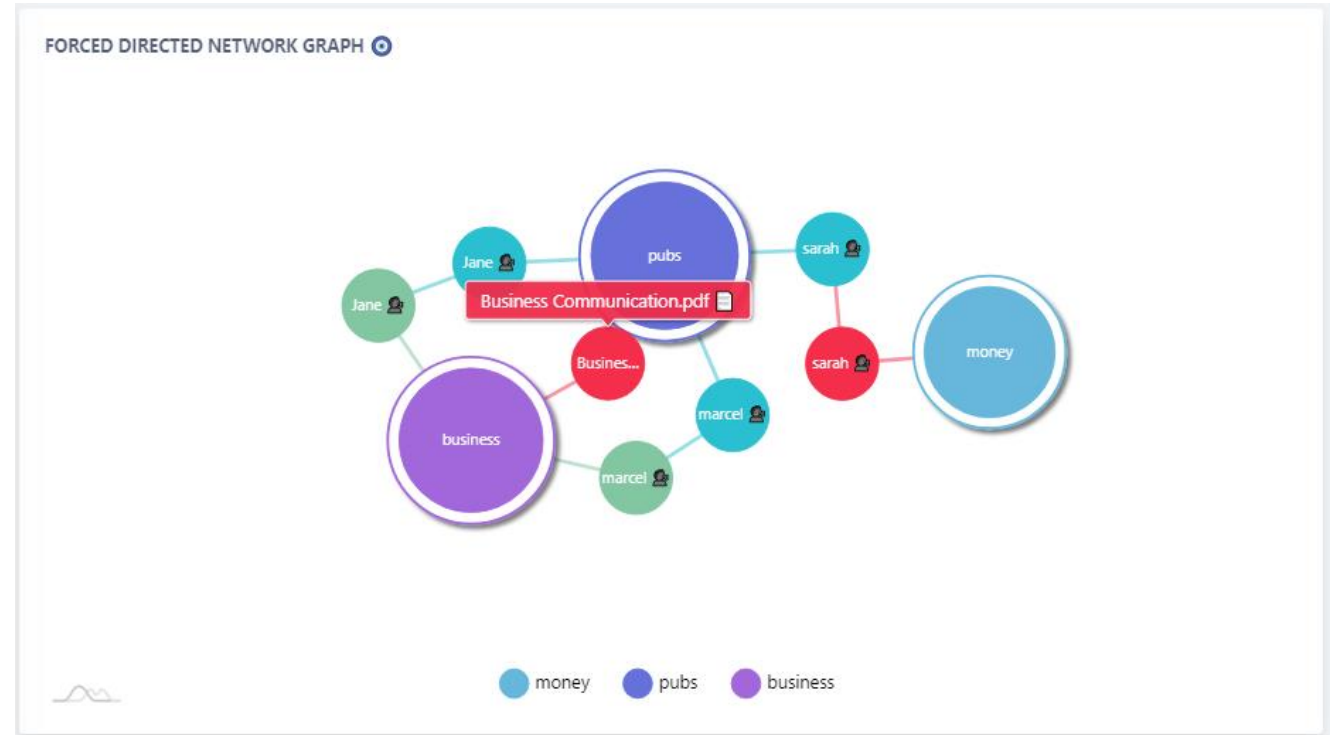
EXPLORE TOPICS CHARTS - FORCE DIRECTED GRAPH

This graph shows a relation between messages' sources.

Thanks to this chart, it is possible to see if there is connection between some users, documents or users and documents.

Big circles represent topics.

For example we can see that three people were talking about pubs: Jane, Sarah and Marcel.



EXPLORE TOPICS CHARTS - TOPICS FREQUENCY OVER TIME

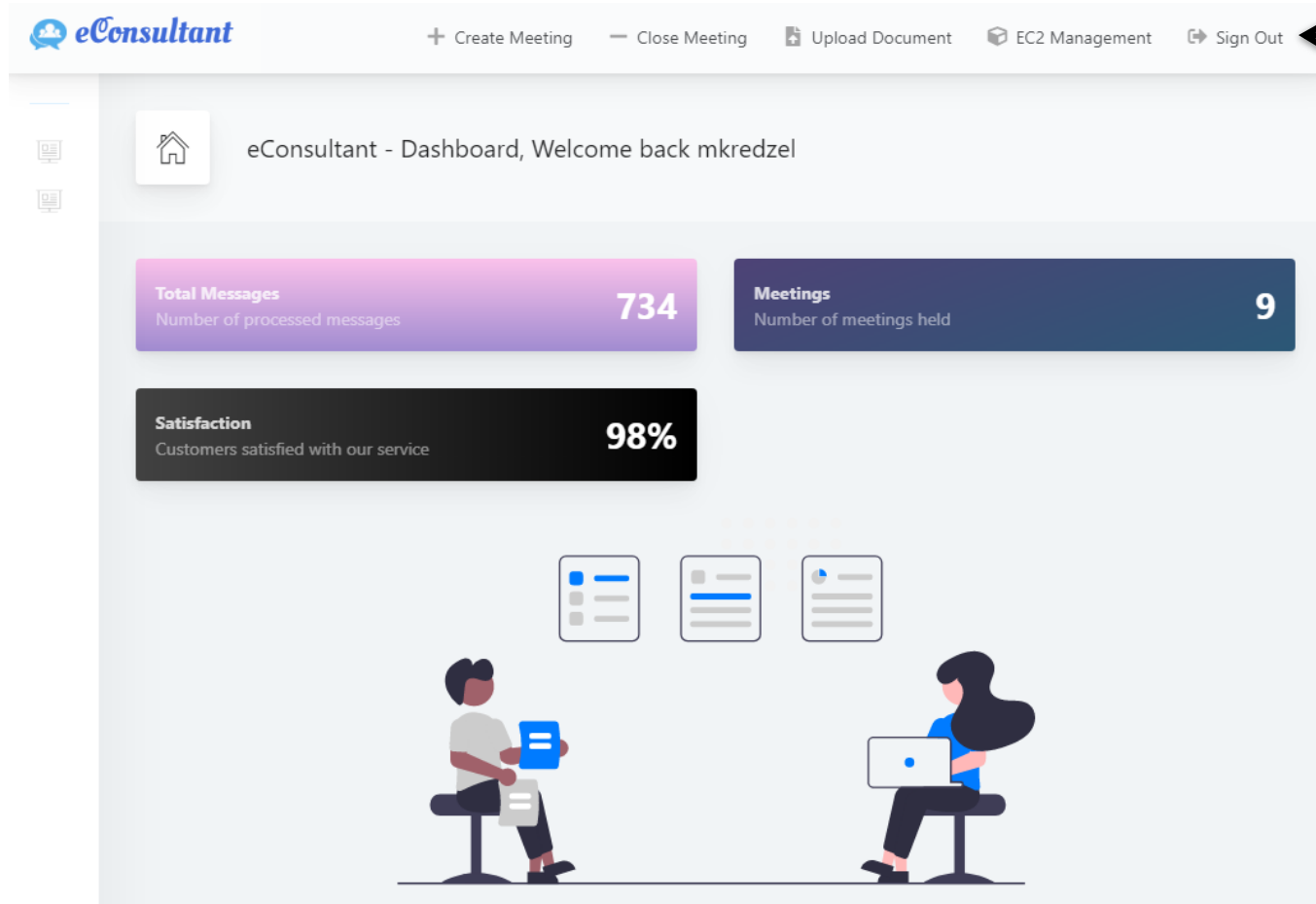
Stacked area line chart visualizes the frequency of topics. It clearly shows if some topics were mentioned many times, few times or not at all with emphasis on the time.

It can show that some topics were discussed more in the beginning of the meeting and some in the end of it.

There is also a filter that gives you an option to change periods of time to 15, 30, 40 or 60 minutes.



SIGN OUT



You can sign out from any tab or page. Just click the “Sign Out” button in the top right corner of the page.

EC2 MANAGEMENT



+ Create Meeting

— Close Meeting

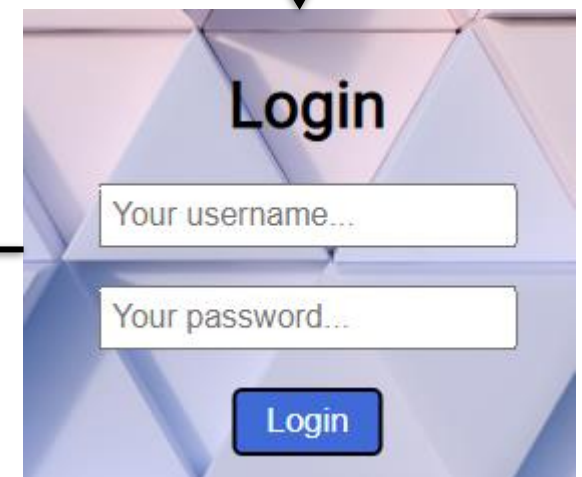
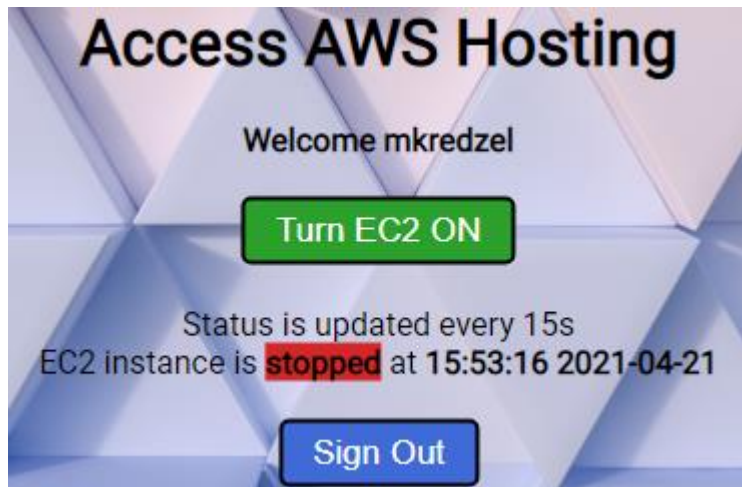
📄 Upload Document

📦 EC2 Management

🚪 Sign Out

If you click “EC2 Management” you will be redirected to “saving resources” page.

You have to use the same login credentials as for the administrator dashboard.



After successful login you will be able to turn on/off the EC2 instance depending on its status.



CONTACT US

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