

Lantern

Data Analytics & Discovery Dashboard



The Team - Frontend



Quinton Johnson
Software Developer
Georgia Tech



Janice Wong
Software Developer
University of Florida



Stephanie Dykes
UX Designer
Georgia Tech

The Team - Backend



Chunlok Lo
Software Developer
Georgia Tech



Aakash Bhagat
Software Developer
Clemson University



Carlos Hurtado
Software Developer
Texas State University



Bryan Leung
Software Developer
University of Texas

Thank you for contacting Home Depot today! My name is Jessica. How can I assist you?

My grill was supposed to be delivered by the 4th
Its 4 days late.

I'm very sorry to hear that. Just give me a moment to look up your order and I can see what the problem is.

No I want to cancel it.

We bought another one from Lowes already because it never showed up.

So please just give me a refund.

Now Imagine...



Hypothesis

Business Value



Product Process

Problem identification

Hypothesis & experiment

User research

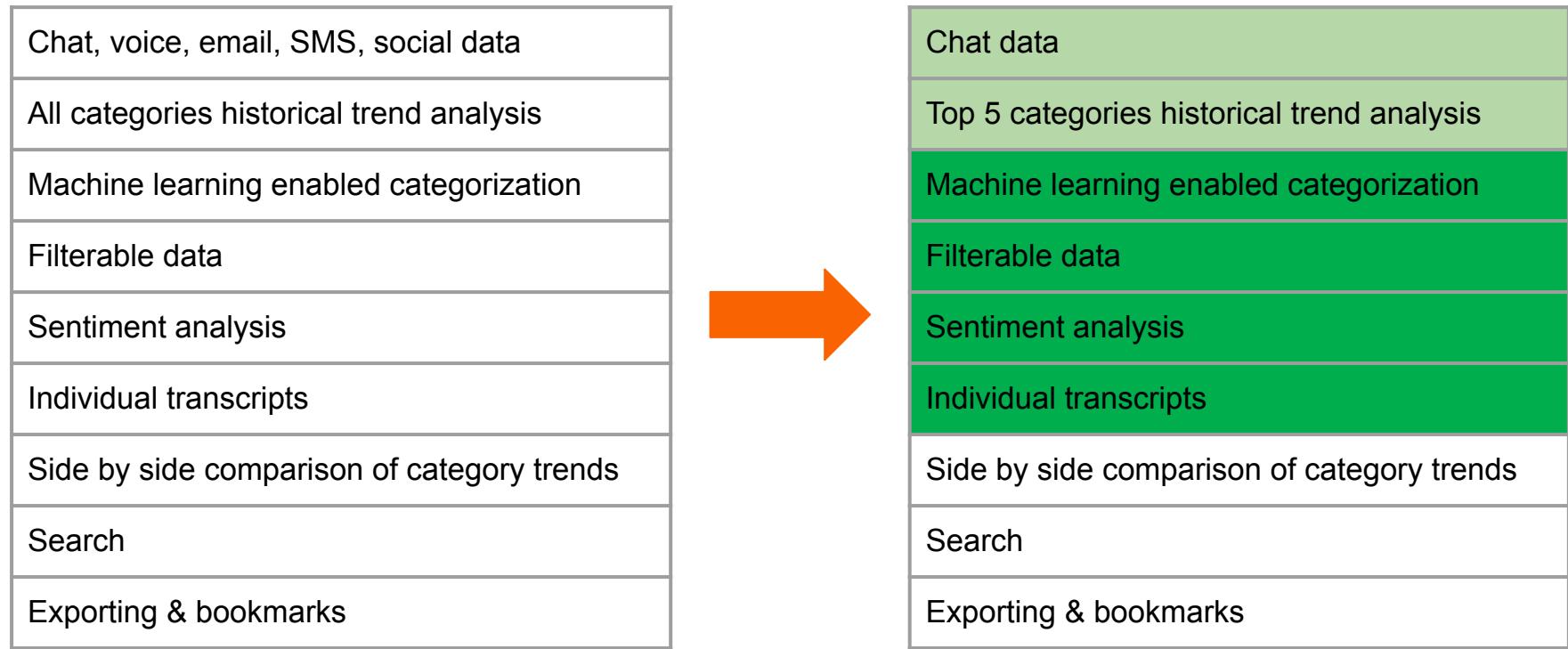
Design studios

Prototypes

Validation



User Needs & MVP

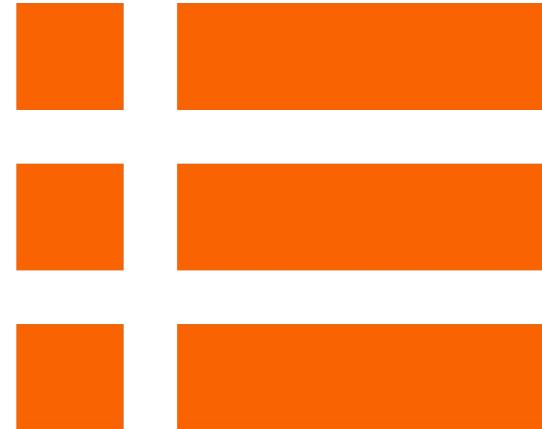


Demo

Two Components

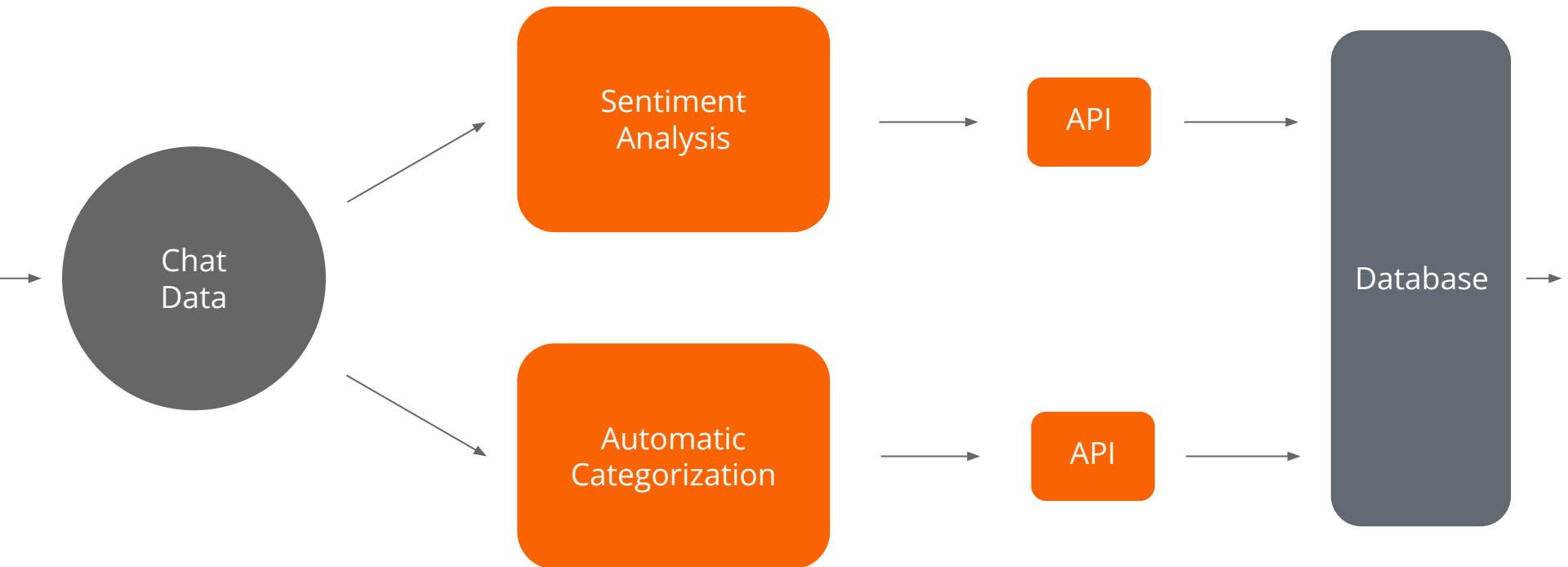


Sentiment
Analysis



Automatic
Categorization

ML Pipeline



Demo

Sentiment Analysis

Transcript

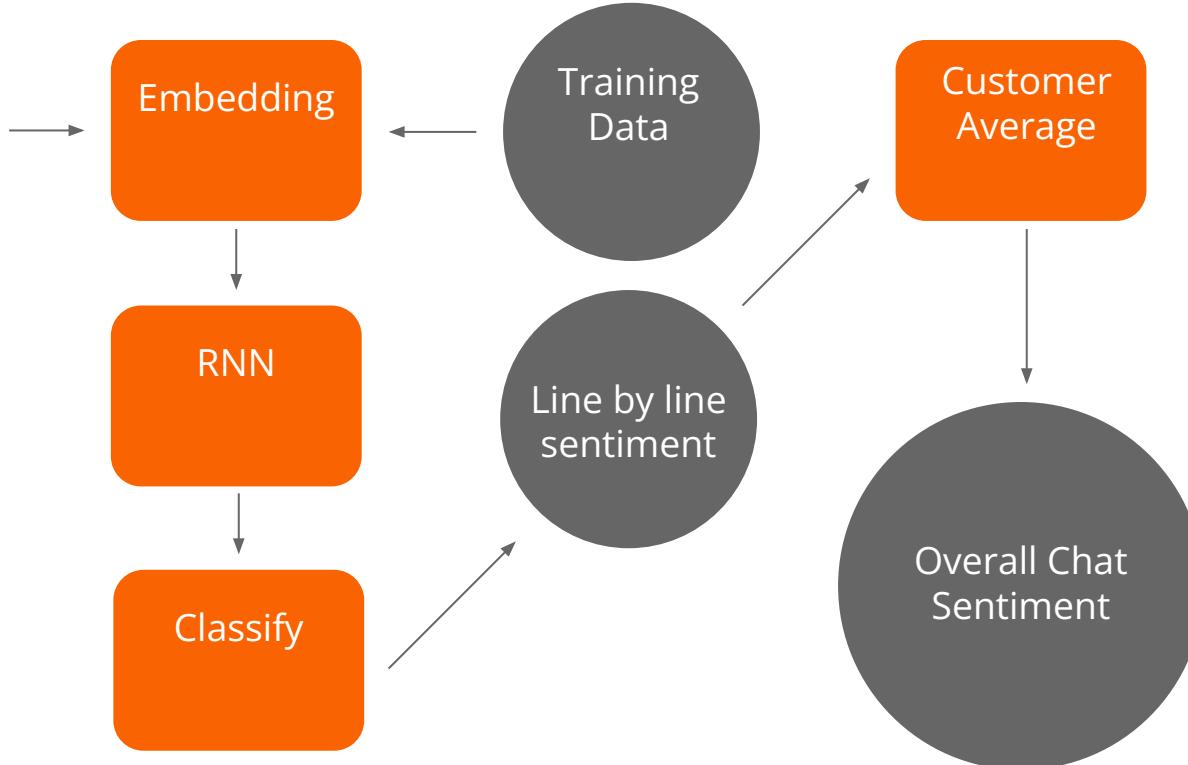
UPS location if it will not arrive on time.
Can they still deliver if it is help because I have no way of picking it up
Held not help

We can wait, until Tuesday, for the item to ship, then see what the tracking delivery date is.

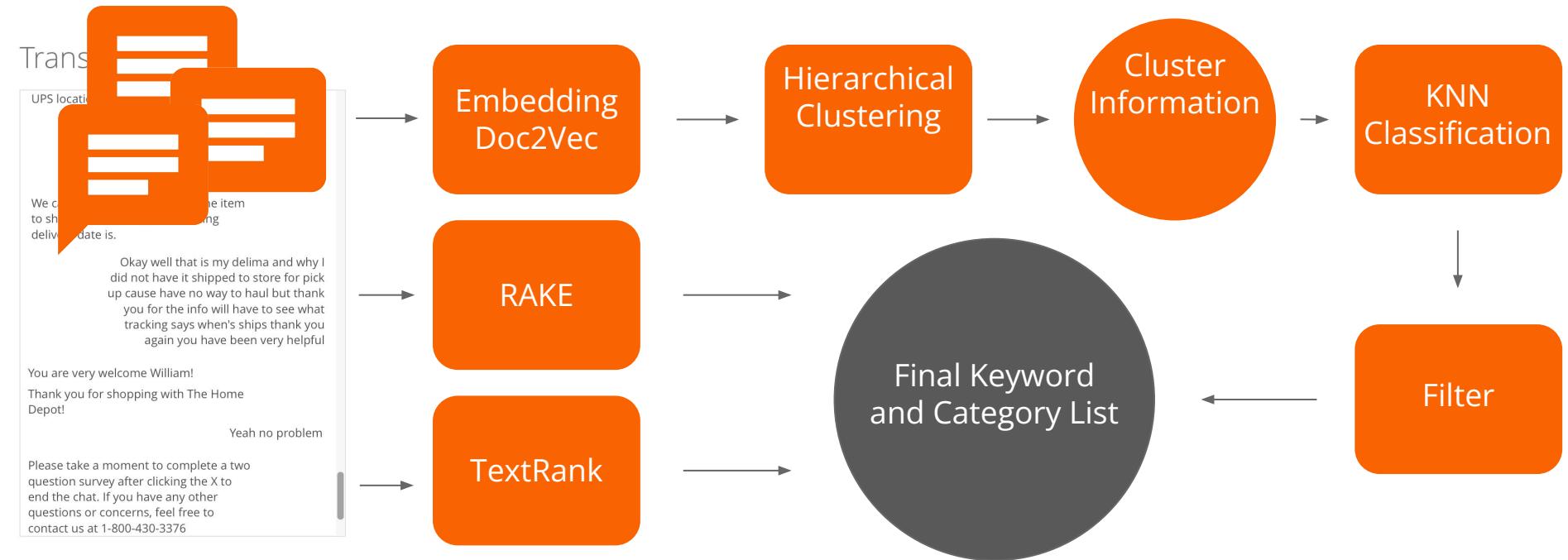
Okay well that is my delima and why I did not have it shipped to store for pick up cause have no way to haul but thank you for the info will have to see what tracking says when's ships thank you again you have been very helpful

You are very welcome William!
Thank you for shopping with The Home Depot!
Yeah no problem

Please take a moment to complete a two question survey after clicking the X to end the chat. If you have any other questions or concerns, feel free to contact us at 1-800-430-3376



Automatic Categorization



Demo

User Feedback

“Having access to the data in a queryable format is extremely useful.”

“Supervisors can look at trends here or... investigate trends, and that’s extremely relevant to making the customer’s experience better.”

“Having all that data available, there’s gonna be so many people who want access to look at trends and gain insights.”

Next Steps



Validation



Trending on
drill-down



Multi-Channel
Sources



Export



Questions?

