



LUMINOSO

Luminoso Compass

Luminoso Compass® is a platform for classifying conversational text data.

The challenge

Organizations receive vast streams of incoming text, sometimes in multiple languages. This unstructured, conversational text arrives in many forms, like help desk tickets, support requests, and product reviews. Traditionally, call center and customer service staff would manually process, label, and triage this information, determining what to escalate, what to redirect – and where. But manual classification is difficult for even the largest organizations, in terms of time, volume, and accuracy.

The solution

Luminoso Compass is a supervised learning platform for classifying unstructured text data, such as help desk tickets, support requests, and product reviews. Using natural language understanding to automate the reading and labeling of incoming text, Compass analyzes and classifies unstructured streaming text at scale.

Benefits



Intelligently automate the triage process.

Using machine learning for automatic classification, Compass frees teams to act immediately on critical issues instead of sifting through data.



Label and classify in near real time.

Compass builds nuanced, immediate categories of streaming text for fast time to value, as teams can accurately address and route requests.



Classify at scale.

Compass analyzes, processes, and labels large volumes of incoming streaming unstructured text.



Use pre-existing and unclassified labels.

Compass classifies based on pre-existing labels and flags new or emerging topics it can't categorize as unclassified, so teams can best determine where to place them.

Features

Classification



Supervised

Uses pre-labeled data to train classifiers for real-time categorization of incoming text



Sentiment

Uses advanced scoring methods to classify incoming text based on sentiment



Query-based

Assigns labels based on how well incoming text matches Boolean queries, for both exact matches and related concepts

Flexible deployment options

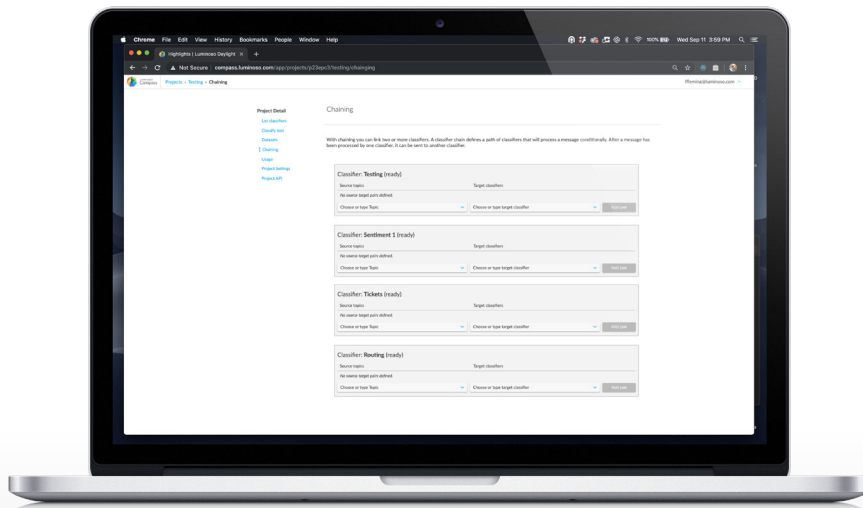
Depending on privacy needs, Compass can be used in the cloud or on-site.

Integrations

Compass provides native analysis and results in multiple languages, using a RESTful API to surface data where it's needed.

Unparalleled natural language understanding

Supported by QuickLearn® technology, Luminoso has a common-sense understanding of the world and how humans communicate natively in over a dozen different languages.



Bring to light what your customers are saying.

Learn more at luminoso.com

Luminoso turns unstructured text data into business-critical insights. Using common-sense artificial intelligence to understand language, we empower organizations to discover, interpret, and act on what people are telling them. Requiring little setup, maintenance, training, or data input, Luminoso combines world-leading natural language understanding technology with a vast knowledge base to learn words from context – like humans do – and accurately analyze text in minutes, not months. Our software provides native support in over a dozen languages, so leaders can explore relationships in data, make sense of feedback, and triage inquiries to drive value, fast. Luminoso is privately held and headquartered in Boston, MA.

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