

Luminoso Daylight

Luminoso Daylight® is a text analytics application for analyzing conversational text.

The challenge

Organizations receive vast amounts of text feedback, sometimes in multiple languages. Attempts to manually process this data is an impossible task in terms of time and volume, and most text analytics platforms require training or coding, where programmers or data scientists are needed. As a result, both forms of analyses miss nuances, such as surfacing unknown issues or keeping track of what has changed in between uploads.

The solution

Luminoso Daylight is a text analytics application for analyzing conversational text, such as support tickets, open-ended survey responses, and product reviews. While traditional solutions can only find what they've been told to look for, Luminoso Daylight surfaces unexpected insights to capture a true image of how organizations are perceived.

Benefits



Immediate insights. No assembly required.

There's no need for setup, libraries, or ontologies to get started in Daylight, so users can explore datasets in minutes after upload.



Automate the feedback review process.

Daylight frees teams from manually mining feedback for insights so they can address the things that matter most to the people they serve.



Surface previously unknown insights.

Daylight understands words and phrases it's never seen and discovers things it wasn't told to look for, giving users a full picture of what's going on in their data – empowering them to take action.



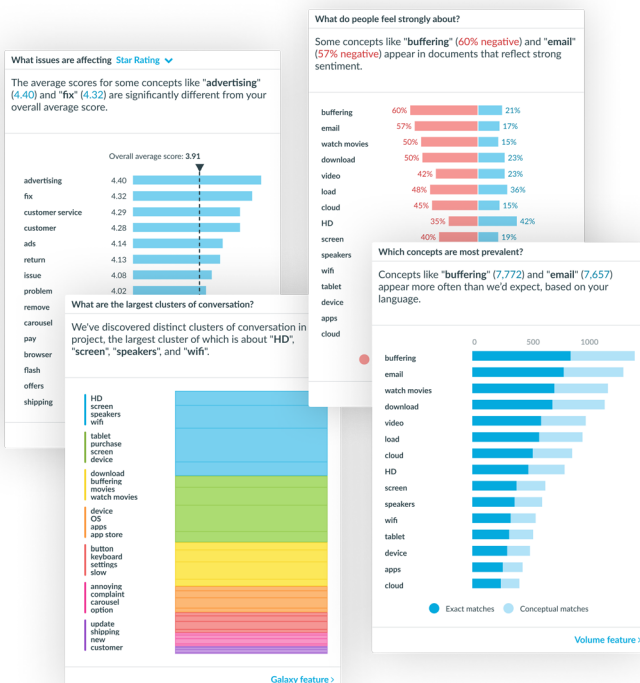
No code necessary.

No data science, coding, or specialized knowledge is needed to explore insights from text data in Daylight, so business and technical users alike can derive real value from analyses.



Seamlessly share findings.

Daylight makes cross-team collaboration easy with the ability to share URLs to preconfigured dataset visualizations.



Features

No-code text analytics



Highlights: Identifies key insights in text data and displays them in one place, so users can quickly and easily understand projects before taking a closer look



Sentiment: Analyzes text and reports on the presence of negative, positive, and neutral sentiment, so organizations know how people feel about their offerings



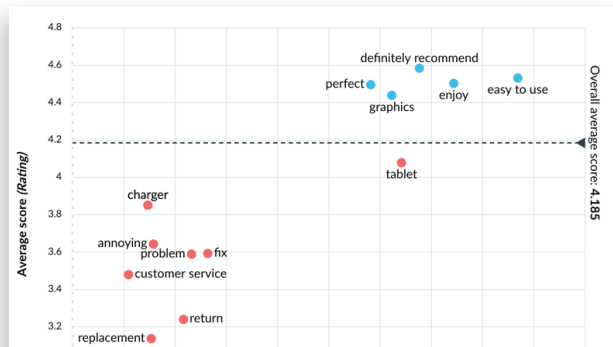
Drivers: Analyzes mixed datasets, correlating text feedback with numeric ratings to uncover what drives the scores people give



Volume: Surfaces unknown attributes about datasets to display a complete picture of how people perceive and write about organizations



Galaxy: Provides a visualization of all associations in a dataset



Flexible deployment options

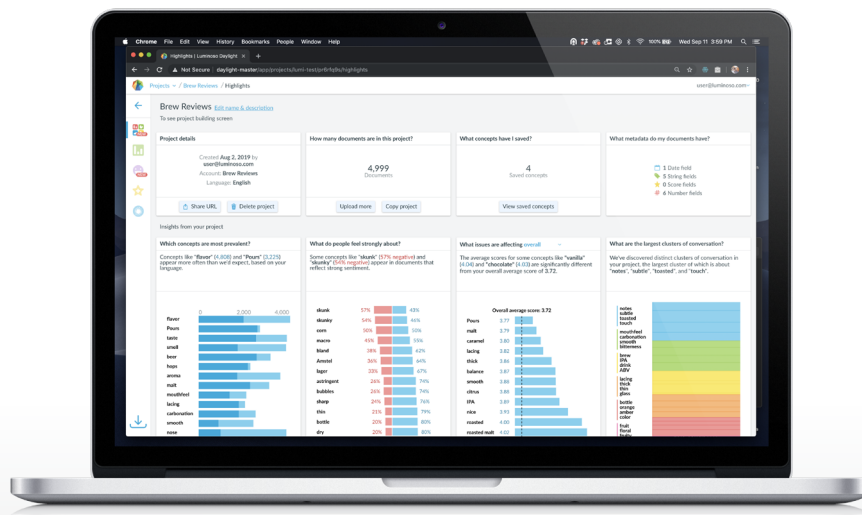
Depending on privacy needs, Daylight can be used in the cloud or on-site.

Integrations

Daylight 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.

Copyright ©2019 Luminoso, Luminoso Daylight, and QuickLearn are registered trademarks of Luminoso Technologies.



LUMINOSO



www.luminoso.com



info@luminoso.com



 @LuminosoInsight