



Customers' Listening

Analyze customers' feedback with AI

Customers write valuable feedback and reviews about quality of services and products, yet many companies do not have the resources to read and analyze the content systematically. Listening to customers will improve the quality of products and services and increase the engagement score.

Using AI model and our automated processing pipeline customers' feedback is read continuously. Topic (e.g. service quality, product quality, timeliness of support, language knowledge of service desk etc.) and tonality (positive, negative) are detected, the impact of improvement initiatives can be tracked over time.

“as a Service” with privacy and security

- Data is processed as a service
- No servers, no software maintenance
- Data is encrypted in-transit and at-rest
- AI is used to detect personal information and anonymize data

More Skaylink Services in Analytics

- Data lakes and data pipelines
- Business intelligence
- Artificial Intelligence and Machine Learning
- Big Data

Why Skaylink?

- 10 years experience in Natural Language Processing
- Procedure to define with little effort customer specific AI models
- Experience handling data in many languages from many sources



Any question about our AI-based services?

Glad to help you: enrico.abate-daga@skaylink.com