

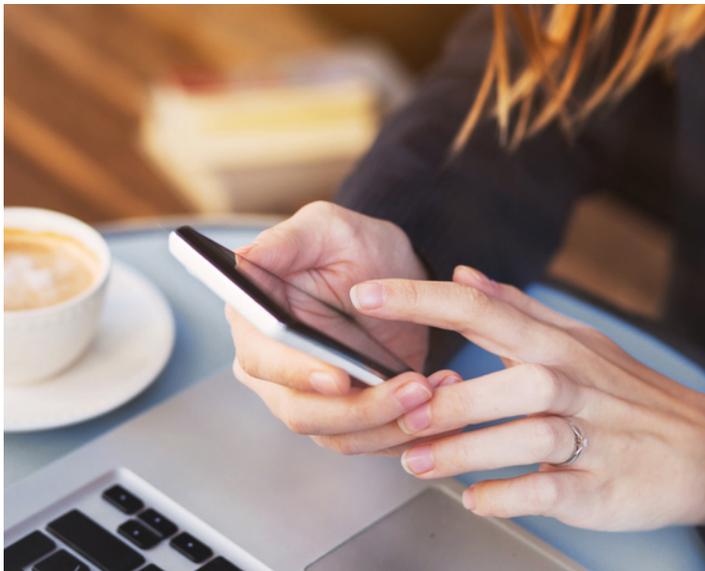
Find, triage, and solve digital product problems, fast

Customers report digital problems across many channels including support centers, reviews, and forums. When product teams can't quickly find these defects, they face spikes in service requests, negative reviews, and lost revenue. Luminoso Daylight[®] automates the feedback review process so teams can address the things that matter most – before customers leave.

Each new release is a race against the clock

Organizations gather more feedback from customers than ever before. With such vast amounts of unstructured text, product managers can no longer even attempt to read feedback, let alone find and evaluate reported product issues.

Most text analytics solutions require massive amounts of input and months of building models before performing the most basic searches. Time spent looking for problems or preparing a system to search is time wasted on actually implementing fixes. Take too long, and teams risk pushing their customers straight into the arms of competitors.



Luminoso Daylight analyzes unstructured text in minutes, quickly uncovering the issues and defects that are most critical to both customers and business.

Increase revenue by reducing churn

Unresolved defects negatively impact usage, adoption, and retention. Luminoso refocuses teams from mining data to critical fixes, reducing churn.

Focus on fixes that matter

Instead of wasting time reading and monitoring feedback, teams can fix bugs, deploy and evaluate features, and plan roadmaps.

Improve time-to-value

Using QuickLearn[®] technology, Luminoso contextually understands specific terms it has never seen without libraries or ontologies.

“Luminoso is literally the only company that can do what we need. No one else even came close.”

– Customer Care Director, Mobile Game Developer

Learn about how leading organizations are seeing incredible results with Luminoso.

Mobile game developer

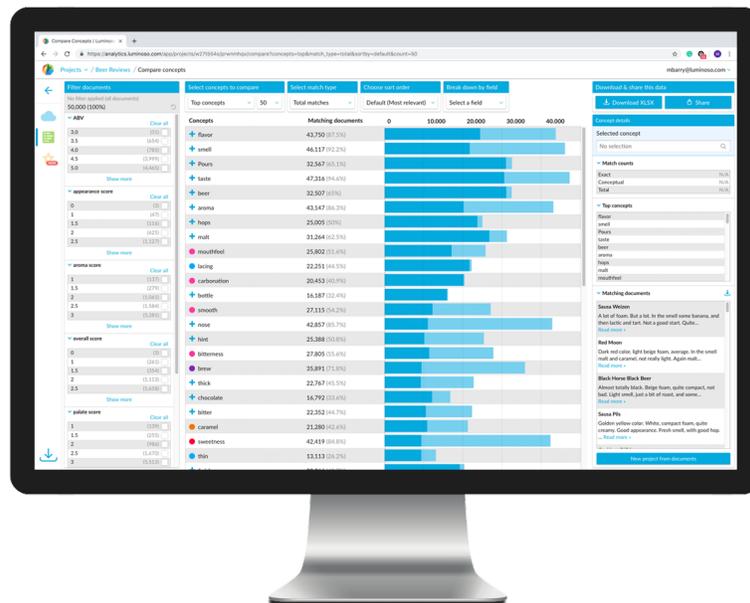
By analyzing the first several thousand support complaints after each app update, the support team at Supercell can identify which problems cause the most customer dissatisfaction, and prioritize them for developers. Problems are fixed in hours, preventing support ticket backlog and retaining paying customers who may have otherwise stopped playing.

[Read the case study](#)

Financial investment services firm

A wealth management firm regularly polls customers to spot problems and gauge adoption of new features in its online portal. With Luminoso Daylight, the company reduced analysis time from 100 hours per month to one hour. After each development cycle, the organization now learns what’s driving negative reviews and low Net Promoter Scores.

[Read the case study](#)



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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