EB

Elektrobit

EB velima \ Listen and learn.

A service that provides customer satisfaction insights from spoken input.

Weekly sentiment overview

Language distribution

Search by keyword

Detailed view of feedbacks

Classification according to defined categories

Weekly distribution of categories

▶ Define the dashboard according to your own preferences

▶ Select any point on the dashboard to get more in-depth information

▶ Boolean queries possible („and", „or", „not" operators)

How it works

▶ Receive real-time verbal feedback as audio file

▶ Speech-to-text transformation in the cloud

▶ Classification and machine learning

▶ Storage in data warehouse

▶ Easy-to-use interactive dashboard with categorized feedback for analysis

Benefits

▶ Get the insights you have been looking for directly from your customers

▶ Combine their feedback with data you already have for in-depth understanding

▶ Save time and money

▶ Easy integration into any device (smartphone, head unit, web browser, any point of sales terminal, etc.)

Features

▶ Ready-made classification and tagging

▶ Customizable feedback dashboard with query capabilities

▶ Ability for OEM to add additional encrypted data (e.g. location coordinates, vehicle identification number (VIN), customer contact details, car model, SW version, etc.)

▶ Possibility to export into CRM systems

▶ Easy client-side integration supported by blueprint code

▶ Scalable REST API with device key and secure upload of audio feedback

▶ Pay-as-you-use price model