AIDirections is proud to offer the Sentiment Analysis Tool both for purchase, as well as through a subscription service.
INTRODUCTION:
Customer happiness and satisfaction are important parts of their overall experience. The Sentiment Analysis Tool automatically detects and records customer sentiments.

APPLICATIONS:
The Sentiment Analysis Tool can be used in a variety of scenarios:
Real-time monitoring of customer satisfaction in any number of public spaces where a customer may interact with someone providing them a service (e.g. airports, malls, shops, hospitals, banks, and government service areas).

ADVANTAGES OF THE SENTIMENT ANALYSIS TOOL:
• Confidentiality is maintained: no facial images or any other personal identifiable information is recorded. Videos are analyzed by AIDirections’ artificial intelligence (AI) only; no human will view facial images. Full compliance with General Data Protection Regulations (GDPR) is guaranteed.
• No information leaves the location where it is used, unless permission is granted.
• The Sentiment Analysis Tool can be used in a variety of scenarios.
• Results can be accessed visually or can be inputted into an organizations’ electronic records system.
• AIDirections’ AI technologies do not require any implementation of additional infrastructure - a normal camera will be sufficient for real-time detection and recording of sentiment.
• Interfaces support well accepted international standards, such as OpenAPI, ONVIF and DICOM.

ACCURACY:
The accuracy of the Sentiment Analysis Tool is similar to that of human results.

SUPPORT:
Ongoing support to implement latest research results is part of AIDirections’ offerings.