




# Sentiment Analysis

## Unveiling insights beyond words



 Analyze meetings, chats, and email conversations both internally and externally to gain communication insights.

### Benefits of Sentiment Analysis

#### ● Human Resource Managers

*Enhance workplace culture by leveraging authentic employee feedback.*

Make better organisation decisions and improve employee experience based on how employees genuinely feel.

Retain top talent by identifying issues before it results in resignation

#### ● Customer Experience Managers

*Understand customer emotions and empower employees to better serve customers.*

Get insights to enhance customer experience

Prioritise support based on negative feedback

Address issues that result in customer churn

#### ● General Management

*Get a full view of how your department or organisation collaborates.*

Identify issues and promote positive behaviour

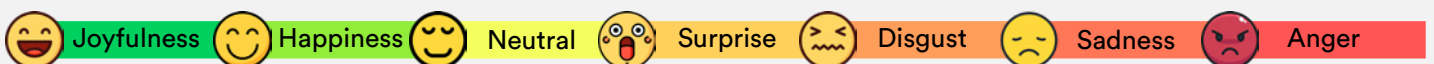
View trending topics trends

Review and understand employee relationships

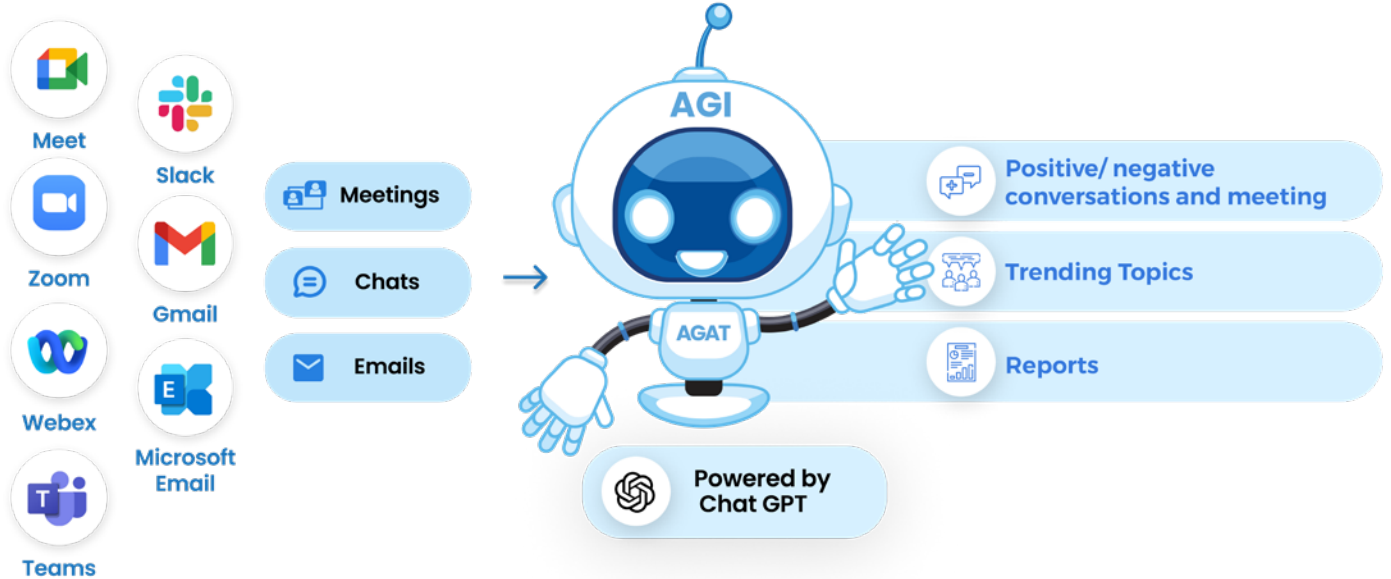


Using commercial engines such as **chatGPT** and a proprietary **AGAT AI engine**, AGI provides users with a dashboard to view Sentiment Analysis reports, trending topics and triggers alerts on negative conversations.

AGI performs in-depth AI Sentiment Analysis, detecting positive and negative feelings, such as:



# How does Sentiment Analysis work?



## Conversations overviews and insights

Get access to a comprehensive dashboard that gives overviews and reports on internal and external conversations.

### Employee Scorecard

Analyze how employees genuinely feel and view most negative/positive employees.



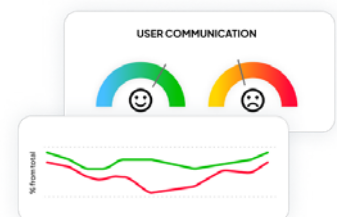
### Trending Topics

Get visibility on the trending topics discussed and how employees feel about them.



### Employee Sentiment Score

Identify unhappy and unmotivated employees.



### Employee Relationships

Evaluate relationships between employees.



### Overall Business Performance

Compare teams by departments, countries, roles.



### Interview Summary

Evaluate potential hires through online interviews for additional insights and get automatically generated summaries of each candidate.

