



Gavagai®

Multilingual Natural Language Processing for Customer Experience at scale  
» Understand what your customers are telling you



# Gavagai vision and mission

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## Understand what your customers are telling you

Gavagai provides groundbreaking text analysis technology to create valuable customer insights from what your customers are saying to you. By continuously tracking customer feedback using our service, you will understand your customer better which translates to immediate competitive advantage. Together with our skilled partners, we create customer experience solutions for all types of industries.

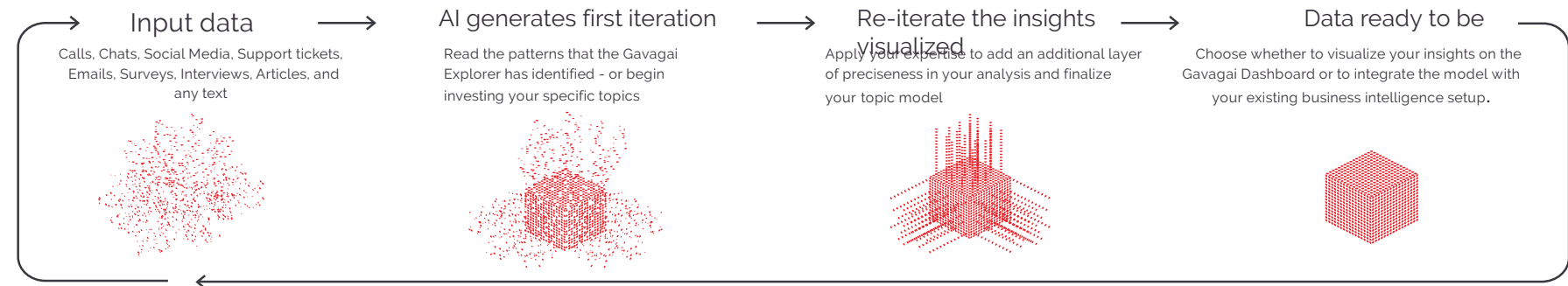
## Discover what you did not know you needed to know



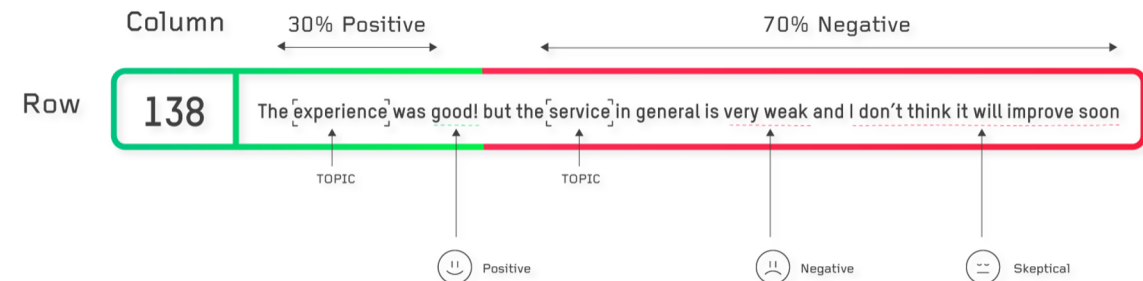
# A tool for discovery

Gavagai Explorer provides multilingual NLP for CX at scale. It helps you understand what your customers are talking about, and how they feel about it.

Interactively and iteratively model your data in minutes. Gavagai Explorer currently supports 47 languages.



Apply existing models to new data via the Gavagai Explorer web application, or the REST API. The Explorer is easily integrated in your current CX workflows.





# What Gavagai is looking for

Data and NLP are front and centre in our offer!

Our NLP resources rely on large dataset for unsupervised learning of language structure. We need more, continuously updated datasets.

We need annotated data for, e.g., multi-class and multi-label text classification in many languages. For training and evaluation purposes.

We will need good, secure, and collaborative annotation tools, including processes for eliciting annotation guidelines.

We need access to linguistically knowledgeable native speakers across all current and future languages supported by our services.

Is this within the scope of ELG?



# What Gavagai can contribute to ELG

The data we analyse and processing resources we employ are proprietary.

We are happy to contribute and share experience from our industry sector on the form of, e.g., mentoring, supervision of academic theses, and by participating in public-facing events.