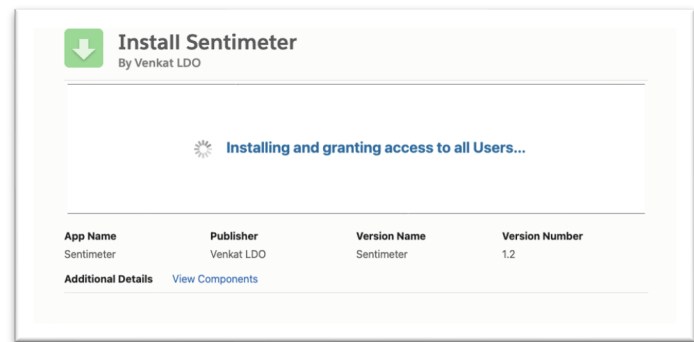


Sentimeter- Unlock Customer Sentiment with Ease

In today's competitive market, understanding customer sentiment is crucial for driving product success and enhancing customer satisfaction. Our innovative approach employs a lightweight version of a Large Language Model (LLM), offered by Hugging Face commercial models directly in your browser, to perform real-time sentiment analysis. Seamlessly integrated into our Salesforce platform, it offers instant insights for strategic decision-making. Boost efficiency and privacy with on-device inference, eliminating server calls.



This streamlined solution can be seamlessly integrated into various entities, with the most straightforward application being the product entity, which we have used to show case for this demo.

- From the App Launcher, open the products entity.
- On your respective product edit page, add the custom entity.
- When the model loads for the first time, it will take approximately one minute. This is the only time the model will need to load in the browser.

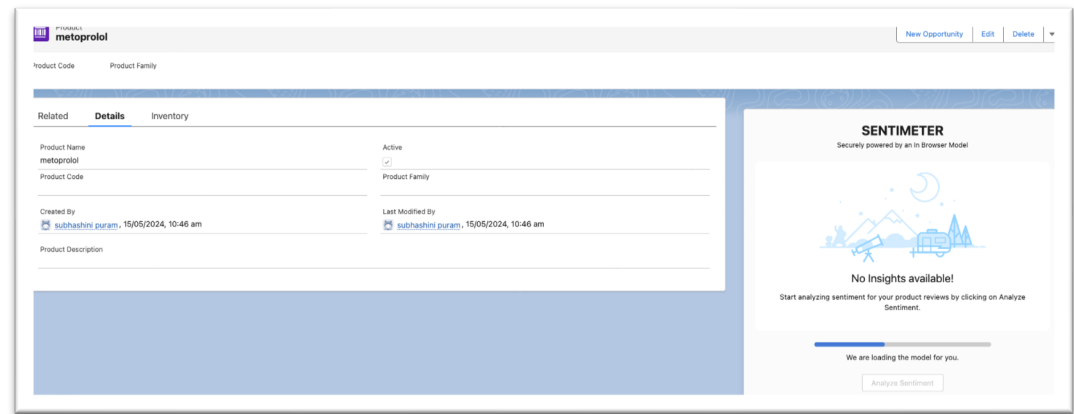


Figure 1.0 : Component on the right side region loading with 'No insights Available' and also 'Analyze Sentiment' button.

Once the model is loaded, you are ready to perform sentiment analysis on the desired product.

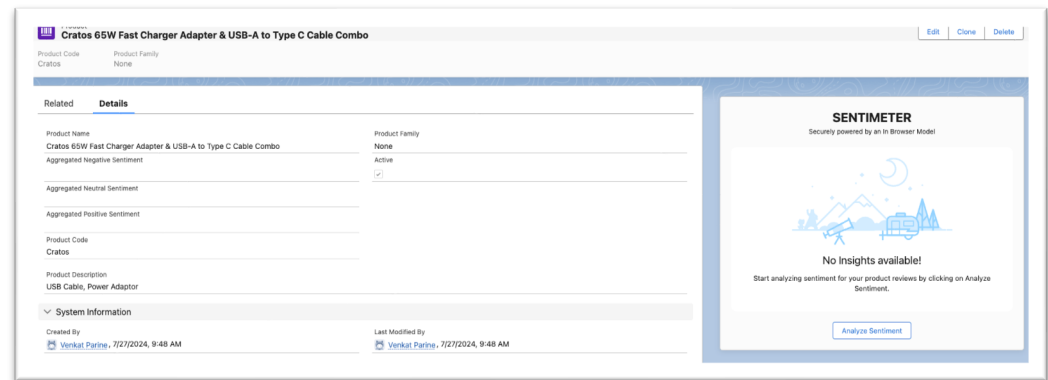


Figure 2.0 : No insights are available yet, but the "Analyze Sentiment" button is enabled and ready to use.

Once you click on the "Analyze Sentiment" button, a progress bar will indicate the real-time analysis in progress.

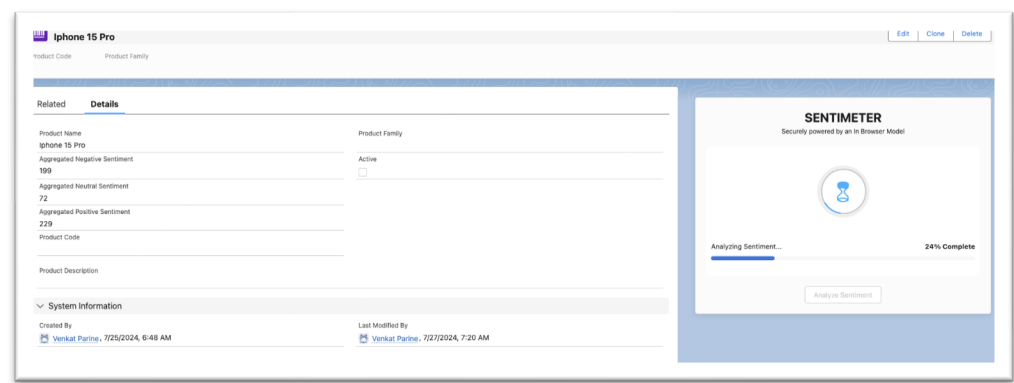


Figure3.0 : The progress bar indicates that sentiment analysis is currently in progress

Within seconds, you can see the analysis getting displayed. The model processes reviews instantly, classifying them as positive, neutral, or negative. This real-time analysis provides immediate insights into customer feedback with every product identifying the top 3 positive and negative reviews

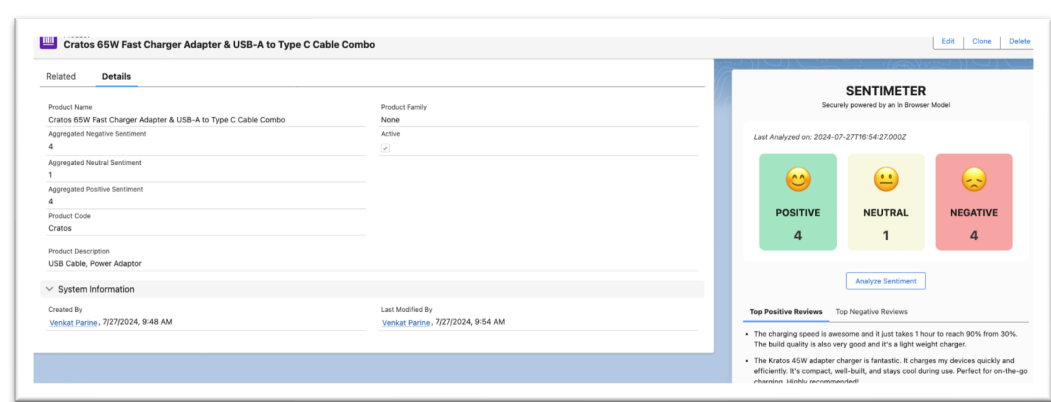


Figure 4.0: Reviews have been analyzed and categorized, highlighting the top 3 positive and top 3 negative reviews for your immediate attention.

When you drill down to these reviews at each review level also classification happens and will be visible to the user.

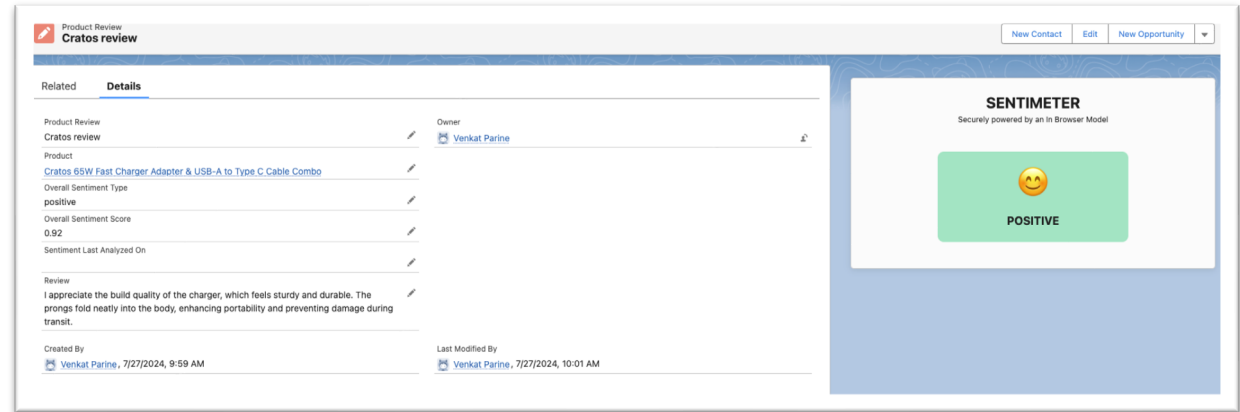


Figure 5.0: Navigating to the Individual review will also show the categorization of each review

Extend this by creating dashboards that provide insights into all your company's products and capture customer sentiment.

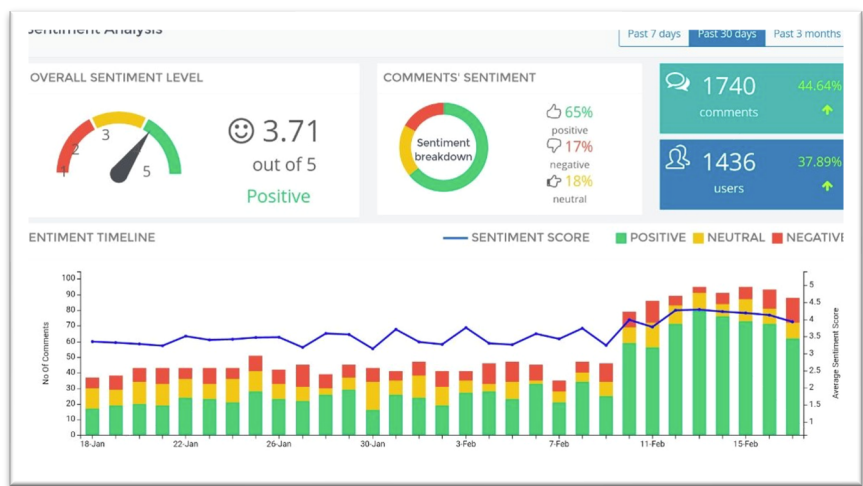


Figure 6.0: Sample dashboard showcasing the sentiment analysis