



We are thoroughly impressed with the accuracy of Voice extraction and Analysis through LINGO by SandLogic. From the day of initial engagement till today, the solution and its results have been outstanding. In addition to their technical prowess, their strong sense of commitment towards customer satisfaction is commendable. We were able to go live within 2 weeks and have been referring SandLogic to my network so that they can also take advantage of the wonderful solution that SandLogic has built.”

Vice President of Digital Innovation
at a Global Contact Centre



LINGO

Unlocking Critical Customer Insights Through AI-Driven Voice Data Analysis

Today, many organizations miss out on critical customer insights by overlooking the untapped potential hidden within their voice data. SandLogic’s LINGO is a pioneering Natural Language Processing and Speech Analytics platform that combines AI and ML technologies to extract, interpret, and organize voice data into actionable insights with high accuracy¹. LINGO analyzes contextual data from millions of calls, generating AI-powered chat, image, and email responses to user prompts, aiding revenue generation with recommendations for upselling and cross-selling opportunities. LINGO is optimized with Intel® technology to offer users enhanced performance and scalability and handle more concurrent users than ever before to run on Intel® CPUs. By minimizing the server count needed for supporting large-scale deployments, LINGO also helps organizations reduce costs and improve customer support analytics, sales enhancement, and real-time assistance.

Key Features

- Comprehensive Audio Analysis
- Advanced NLP Framework
- Conversational AI Capabilities
- Real-Time Speech-to-Text
- Real-Time Agent Assist

Verticals:

- Banking/FSI
- Education
- Manufacturing
- Transportation

Country/Geos:

East Asia, South Asia, North America

Use Case:

Interactive Media

Learn more:

- [SandLogic Website](#)
- [LINGO Product Page](#)
- [Intel & SandLogic Partnership](#)
- [LINGO Accuracy Benchmark](#)

Intel Products and Technologies

- [Intel® Distribution of OpenVINO™ Toolkit Product Page](#)
- [Intel® Xeon® Scalable Processors Product Page](#)
- [Intel® Optimization for PyTorch Product Page](#)
- [Intel® Optimization for TensorFlow Product Page](#)



¹. [SandLogic Introduces Speech-to-Text Accuracy Benchmark](#), SandLogic, 2021