Enabling AI Insights projects

Getting Started AI Insights · https://izymes.com/docs/navigating-ai-insights/

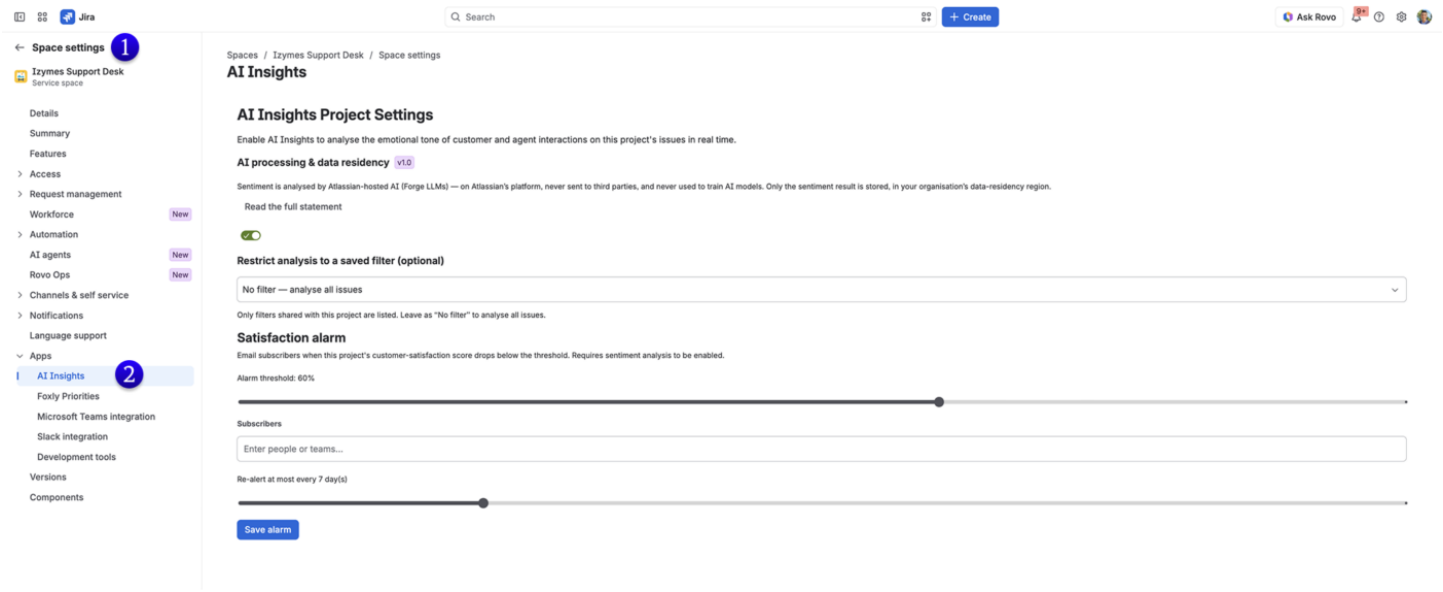
AI Insights for Jira Service Management allows you to utilise the abilities of artificial intelligence to unlock hidden value in existing data by analysing the sentiment and underlying emotional tone of agent and customer interactions.

Get the complete customer satisfaction story

- Monitor customer satisfaction in real time to stay informed on CSAT performance.
- Avoid negative feedback bias and implement non-intrusive CSAT tracking utilising the data you already have.
- Detect dissatisfaction early and intervene to enhance repeat business and referral.
- Build dialog strategies to adjust conversion patterns accordingly

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1. While in your support desk, navigate to your Space Settings
2. Scroll down to the "Apps" section and select "AI Insights".
3. You have arrived at AI Insights Project settings - Here you can enable Sentiment Analysis and continue on with setting up AI Insights in the following pages.



From now on AI Insights will do all the heavy lifting for you and gather your customers' sentiments purely by analysing their interactions in your JSM project.

Customer engagement tones

AI Insights can return scores for the following seven customer sentiments. Sentiments are scored within a positive or negative range.

Sentiment / ID	Description	Score / Range
Excited `excited`	Showing personal enthusiasm and interest	85 to 100
Satisfied `satisfied`	An affective response to perceived service quality	60 to 85
Sympathetic `sympathetic`	An affective mode of understanding that involves emotional resonance	40 to 60
Polite `polite`	Defined as rational, goal-oriented behavior	10 to 40
Impolite `impolite`	Being disrespectful and rude	-10 to -40
Sad `sad`	Regarded as an unpleasant passive emotion	-40 to -85

Frustrated `frustrated`	Defined as feeling annoyed and irritable	-85 to -100

Tracking agent sentiment

Some organisations may operate under requirements that prohibit the recording of employee data or stipulate the control of who has access to this type of data.

Controlling Access to Agent Sentiment Data

Access to agent sentiment analysis data can be blocked by utilising the Block Agent Sentiment Tracking permission available within Jira global permissions.

Try AI Insights!