



Efficiently handle complaints and track issues

Generative AI Civil Petition System



TrustLab

Turn complaints into data assets with AI!

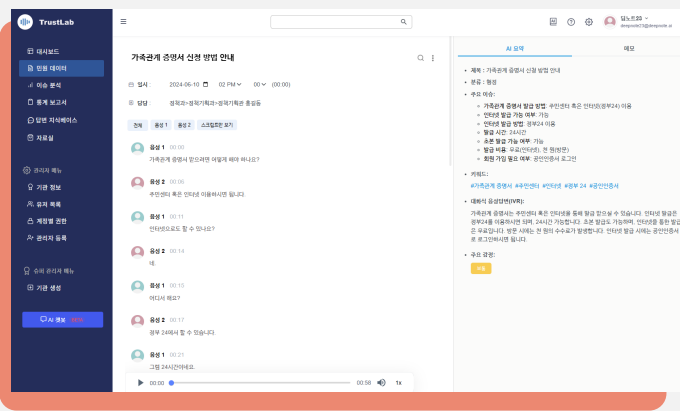
Don't just archive your chat recordings, **Upload them to Labcord.**

Various statistical graphs help you monitor recent issues, and automatic answer data generation allows you to reuse the content of your consultations.



Analyze consultation transcripts to automatically categorize consultation issues for summary and analysis

AI analyzes the call, extracts key issues, and builds response data that can be used for future similar complaints based on the answers.



- ✓ Create a transcript of a conversation
- ✓ Create a title
- ✓ Automatically categorize categories by type
- ✓ Extract key issues and keywords
- ✓ Create an answer summary from your consultation
- ✓ Sentiment analysis and hate speech extraction

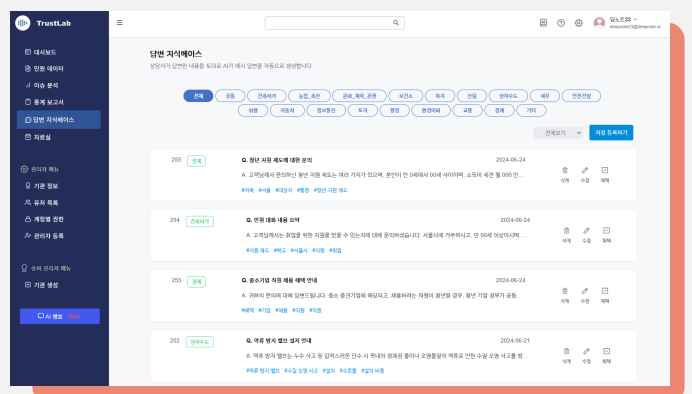
Automatically generate list-like summary answers and interactive voice responses



Based on your answers to the complainant's questions, the agent generates a list-like summary answer and an interactive voice response.

Build a database of answer knowledge

You can leverage the adopted answer knowledge data by integrating it into your own chatbot or IVR database.



Take public services to the next level with data-driven policy making!



Once you enter your consultation data, the AI will automatically analyze the number of complaints by period, major issues, category classification, sentiment analysis, malicious complaint extraction, etc. to understand the current complaint situation at a glance with visual graph information.

Automatically generate statistical data to intuitively understand issue changes for each topic

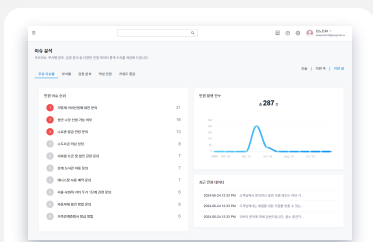
As you enter your consultation data, AI automatically analyzes it and provides statistical graphs in real time to help you monitor and identify key issues at a glance.

- ✔ Complaint statistics over time
- ✔ Distribution of complaints by category
- ✔ Number of malicious complaints
- ✔ Top issues ranking
- ✔ Sentiment analysis
- ✔ Keyword growth trends

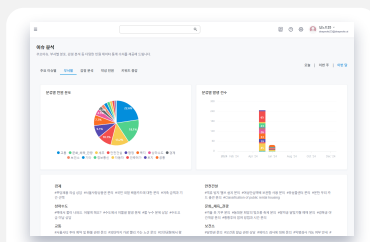


Discover the hidden value in your data.

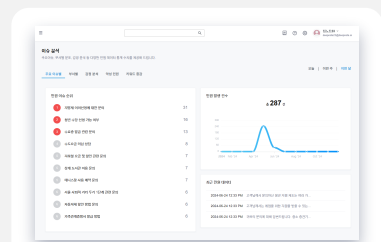
Analyze complaints using the latest generative AI technology to gain meaningful insights and help you create innovative policies.



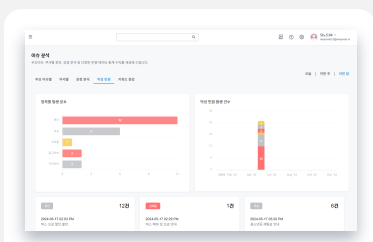
With automatic issue extraction
Identify complaint patterns



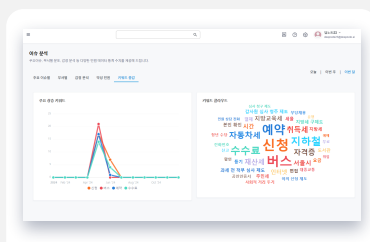
Distribution of complaints by specified
department, category, and issue keywords



Sentiment analysis graphs, including
Satisfied, Dissatisfied, Neutral, etc.



Graph of the number of malicious
complaints, such as verbal abuse, profanity,
and sexual harassment



Top rising keywords and keyword
clouds by time period



Weekly and monthly statistical reports
Auto-generated



Citizens have always been the primary point of contact with public organizations. If we can properly analyze and utilize complaint data, we can make better policies and provide more satisfying public services.