

# Loris Introduces 'Ask Loris': AI-Powered Answers for Customer Experience Leaders

*Eliminate hours of data analysis, using AI to provide immediate answers to your customer experience questions based on your customer service interactions.*

NEW YORK, NY, UNITED STATES,  
December 12, 2024 /

EINPresswire.com/ -- [Loris](#), a leading customer intelligence platform, today announced the launch of "Ask Loris", an innovative AI solution that transforms how customer service teams understand their customers.

Ask Loris uses advanced artificial intelligence to instantly extract meaningful insights from customer service conversations, based on questions from customer service leaders, analysts, and other team

members. These can range from basic queries like, "Why are customers really reaching out?" to more complex requests like, "How are our cancellation rates changing month-to-month?" Ask Loris returns these results in seconds, turning mountains of data into clear, fast answers. This capability replaces the need for customer service leaders and their teams to spend hours buried in spreadsheets, gathering, collating, and analyzing data.

“

Ask Loris is like having a data scientist, a QA analyst, and a customer insights analyst sitting right next to you as a customer service leader.”

*Agya Garg, Head of Product*

"Ask Loris is like having a data scientist, a QA analyst, and a customer insights analyst sitting right next to you as a customer service leader," said Agya Garg, Head of Product at Loris. "Loris is already collecting all this data from customer conversations, saving all this time gathering and collating data. Now, we're accelerating that understanding

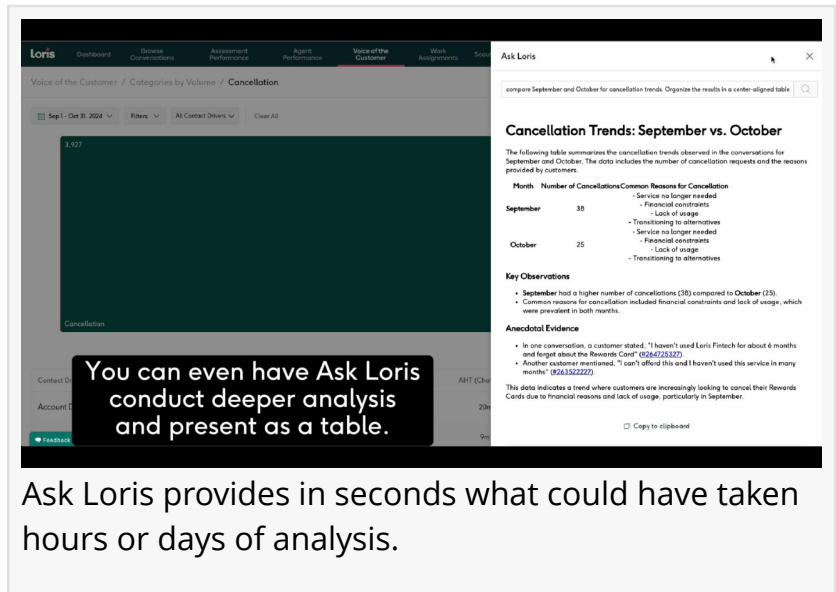
even more – literally in an instant. Imagine understanding the pulse of your customer experience



in seconds, not weeks. That's the kind of transformation Ask Loris delivers."

Some examples of how clients use Ask Loris include:

- Fast responses to common queries like "why are my customers contacting me" and the relationship between various sets of data
- Providing month-over-month trend analysis from their customer interactions as a table
- Automated identification of emerging customer pain points and suggestions for resolution



**Cancellation Trends: September vs. October**

The following table summarizes the cancellation trends observed in the conversations for September and October. The dots indicate the number of cancellation requests and the reasons provided by customers.

Month	Number of Cancellations	Common Reasons for Cancellation
September	35	- Service no longer needed - Financial constraints - Lack of usage
October	25	- Transitioning to alternatives - Service no longer needed - Financial constraints - Lack of usage - Transitioning to alternatives

**Key Observations**

- September had a higher number of cancellations (35) compared to October (25).
- Common reasons for cancellation included financial constraints and lack of usage, which were prevalent in both months.

**Anecdotal Evidence**

- In one conversation, a customer stated, "I haven't used Loris Fintech for about 6 months and forgot about the Rewards Card" (624623122).
- Another customer mentioned, "I can't afford this and I haven't used this service in many months" (624322222).

This data indicates a trend where customers are increasingly looking to cancel their Rewards Cards due to financial reasons and lack of usage, particularly in September.

Copy to clipboard

This innovation replaces the need for the traditional customer service analysis - spending hours, days, or even weeks of manual work, specialized data skills, and complex tools. By eliminating these resource constraints, Ask Loris gives customer service leaders the deep customer insights they need to understand trends, address issues quickly, and make more informed customer experience decisions.

## About Loris

Loris helps companies understand and improve their customer conversations. Using advanced analysis of real customer interactions, Loris helps service teams provide better, faster support while identifying ways to improve the overall customer experience. Learn more about Ask Loris at [Loris.ai/ask](https://loris.ai/ask).

Ciaran Doyle

Loris

ciaran@loris.ai

Visit us on social media:

[LinkedIn](#)

This press release can be viewed online at: <https://www.einpresswire.com/article/768155879>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2024 Newsmatics Inc. All Right Reserved.