

# Íslensk talgreining

Kræklótt leið að viðskiptalegu virði



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# Gervigreind sem talar íslensku

*... og skilar viðskiptalegu virði*

## Við ætlum að ræða í dag um:

Hvernig þjónustugreind og viðhorfsgreining leggja grunn að talgreiningu sem skilar virði

Af hverju aðgengi að innri gögnum skiptir máli fyrir talandi gervigreind

## Sjáum svo dæmi um:

Talgreiningartól fyrir íslensku

Hina kræklóttu leið að íslenskri talgreiningu



# Þjónustugreind

er okkar gervigreindarlausn sem

Skilur vilja og viðhorf viðskiptavina

Svarar og leysir úr fyrirspurnum í rauntíma

Talar á tungumáli sem viðskiptavinur óskar

Veitir yfirgripsmikla innsýn í gæði þjónustu



# Viðhorfsgreining

Nákvæm innsýn inn viðhorf og þarfir viðskiptavina

## Greinir afstöðu, vilja og tilfinningar úr texta

Greinir viðhorf niður á einstök viðfangsefni

Greinir viðhorf frá mismunandi sjónarhornum



# Greining á viðhorfsgreiningu

## Viðhorfsgreiningargreining?

The screenshot displays a user interface for a customer service or marketing platform. On the left, there are several filter panels:

- Priority:** High, Low, Medium, Urgent.
- Intent:** Explore Tour Details and Information, Miscellaneous Inquiries, Make a Booking and Reservation, Provide Feedback and Reviews, Payment and Billing Inquiries, Update Booking or Reservation.
- Sentiment:** Positive, Negative, Confident, Very Positive.
- Target Type:** Consumer, Support, Guide, Product, Equipment, Event.
- Target Entity:** Arctic Adventures, Tour Guide, Customer Care Specialist, ATM Integration, Customer Service, Extreme Iceland.

In the center, there is a main content area with a sidebar titled "Event Explorer". The sidebar shows an event for "Aug 21 at 10:00: Reykjavík Complete Island". It includes sections for "Summary", "Invitation Response", and "Hello Dennis". The summary text reads:

Customer Dennis Gasp. is interested in booking another multi-day trip for the first week of April 2023 for 4 adults, with preferences to see the northern lights, Iceland's forests, and a water落点 for swimming. We'd appreciate if the package from the previous tour can be repeated.

The invitation response text is:

It's wonderful to hear from you again, and we're thrilled that you're considering another adventure with us! We'll be delighted to help you plan a 7-day tour filled with the magical experiences of the northern lights, the surreal Icelandic forests, and the relaxation of a winter logjam, among other incredible activities.

Dennis, I'd like to availability of tour that fit your preferences and check if we can arrange for the same amazing guide to accompany you. I'll get back to you shortly with more detailed tour times for your April 2023 adventure.

The "Hello Dennis" section includes links for "Show regards", "Your Arctic Adventure to Dennis", and "Digital message".

# Þjónustumál og endurgjöf

## Litið dæmi um sjálfvirka greiningu



Real Issue

Greetings,

My party of 8 went snorkelling with John and Martin on 1 July. One family of four went with John, while my family was with Martin.

Martin was very kind and friendly. Unfortunately, the suit that my 12-year-old daughter was wearing leaked badly during the snorkelling time, leading to water filling up her suit. Each leg of her suit was filled to her knees, and she was extremely cold for most of the trip. In fact, we are glad that she did not catch hypothermia since the water is extremely cold.

Not knowing what to expect, she said nothing during the snorkel because she thought being cold was expected. My suit leaked whenever I was on my back to the point that my clothes were completely wet. Lastly, no photos were uploaded of our group (9:00 July 1 for Martin).

I would like a full refund for one person (my daughter) and a link to the photos taken of our family. If the photos are unavailable, I would like a refund for a second person. Given the dangerous condition of the suits that my daughter and I were provided, this is the least that Arctic Adventures could do.

Executive Summary

Wesley Covert reports that during a snorkelling trip on 1 July, the suits provided to his 12-year-old daughter and himself leaked badly, leading to discomfort and potential health risks. He also mentioned that no photos of their group had been uploaded. He requests a full refund for his daughter and a photo link. If the photos are unavailable, he requests a refund for a second person.

Custom Auto Reply

Dear Wesley Covert,  
We're truly sorry to hear about the issues you experienced during your snorkelling trip. Your safety and comfort are our top priorities, and we take your feedback very seriously. We will investigate this matter and get back to you soon. Best regards, Arctic Adventures.

Classify & Labelling

**Category:** Refunds & Cancellations  
**Intent Categories:** Provide Feedback & Reviews, Refunds & Cancellations  
**Intent:** Request Refund, Report Issue  
**Sender type:** Customer  
**Requires Response:** True

Priority & Routing

**Sense of Urgency:** High  
**Priority:** Very high priority  
**Intent Categories:** The customer is clearly upset, asking for a full refund due to a faulty suit that potentially endangered their child's health.  
**Suggested inbox:** Complaints  
**Flag:** True

Entity Sentiment

Entity	Entity Type	Sentiment
Snorkelling Suits	Equipment	Negative
Photo Upload	Support	Negative
Martin	Guide	Positive

# Mikilvægi innri gagna

## Grunnur að góðri virkni gervigreindar



## Dæmi um innri gögn

- Vörulistar – og vörulýsingar
  - Þjónustbeiðnir
  - Starfshandbækur og leiðbeiningar
  - Innri reglurgerðir og lagabálkn
  - Samskiptaskjöl
  - Sölu- og markaðskjöl
  - Ársskýrslur



## *Innri gögn skapa samhengið*

- Gerir gervigreindina að sérfræðing í þjónustu
  - Skapar samhengið og samfelli í þjónustu
  - Lærir af fyrri samskiptum og/eða samskiptareglum
  - Gervigreindin verður aldrei betri en gögnin

# Ókei, hvernig tengist þetta talgreiningu

... og viðskiptalegu virði?

Góð talgreind gögn eru tilvalin í þjónustugreind og viðhorfsgreiningu

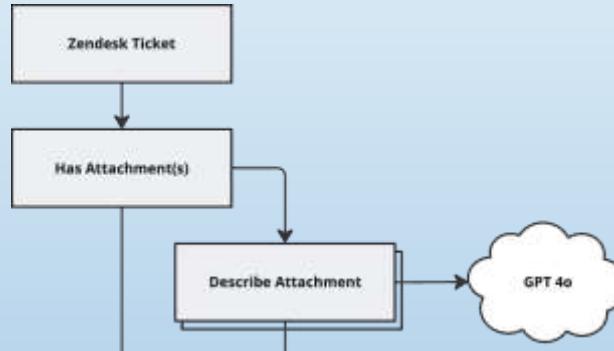
Gervigreind sem skilur talað tungumál og samhengi skilar meira virði

Þjónustugreind og viðhorfsgreind leggja grunn að samhengisvitund

**Nú skulum við  
vinda okkur í talgreininguna**



# Multimodal Attachments



# Multimodal Attachments :: Verbal Description

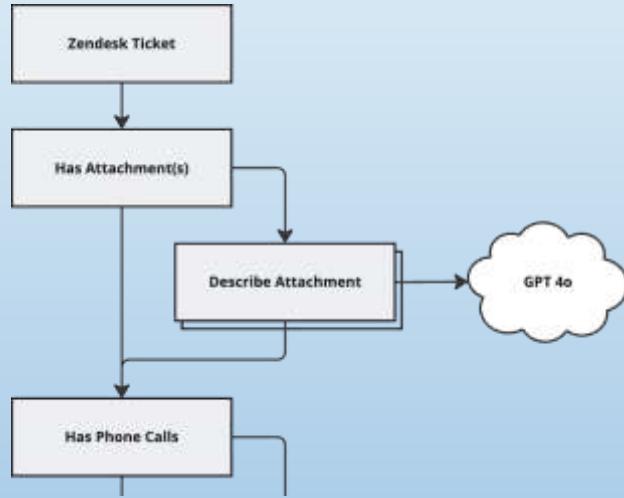
Fiber optic cable		
Establishment fee	0 ISK	
Fiber Optic Unlimited 1 Gb/s speed	ISK 12,190	per Mon.
Fiber Optic Unlimited 2.5 Gb/s speed	14,690 ISK	per Mon.
Fiber Optic Unlimited 10 Gb/s speed	ISK 16,690	per Mon.
Rental of 1 Gb/s	ISK 1,300	per Mon.
Rental rate 2.5 Gb/s	ISK 1,300	per Mon.
Rater not returned upon termination or it is damaged	ISK 9,990	
Thrower rental	590 ISK	per Mon.

{'description': 'The image shows pricing information for fiber optic cable services, which would be helpful for a telco support agent when assisting customers with inquiries regarding setup fees, monthly subscription costs, and rental fees for various fiber internet speeds. The breakdown is as follows:

- **Establishment fee:** 0 ISK
- **Fiber Optic Unlimited 1 Gb/s speed:** 12,190 ISK per month
- **Fiber Optic Unlimited 2.5 Gb/s speed:** 14,690 ISK per month
- **Fiber Optic Unlimited 10 Gb/s speed:** 16,690 ISK per month
- **Rental for 1 Gb/s speed:** 1,300 ISK per month
- **Rental for 2.5 Gb/s speed:** 1,300 ISK per month
- **Router (if not returned upon termination or is damaged):** 9,990 ISK
- **Thrower rental:** 590 ISK per month

This information can be used by the support agent to provide details to customers about the available internet speed plans, associated costs, and hardware rentals or replacements.'}

# Phone Conversations V1





0:23 / 0:23



Litun

Aðskilja parta

Merkja mælanda

Sameina parta

Lýsing

Hraði 1x

Untitled.mp3



Lýsing



Vistað: 9/30/2024, 15:23:48

Nyjasta útgáfa

Eldri útgáfa

Íslenska (almenn)

00:23.29

Ónefndur 00:01 - 00:07

Lilja Óli Brynja, já, rangeri mun virkari. Heybirgri fer aftur heim.

Ónefndur 00:08 - 00:10

Ákvörðun minninu virkar ekki

Ónefndur 00:11 - 00:23

virkar ágripin bikugir er bletturinn klappa og talar hvorki hann né  
beinirinn virkar stundum. Ég eiginlega alltaf.

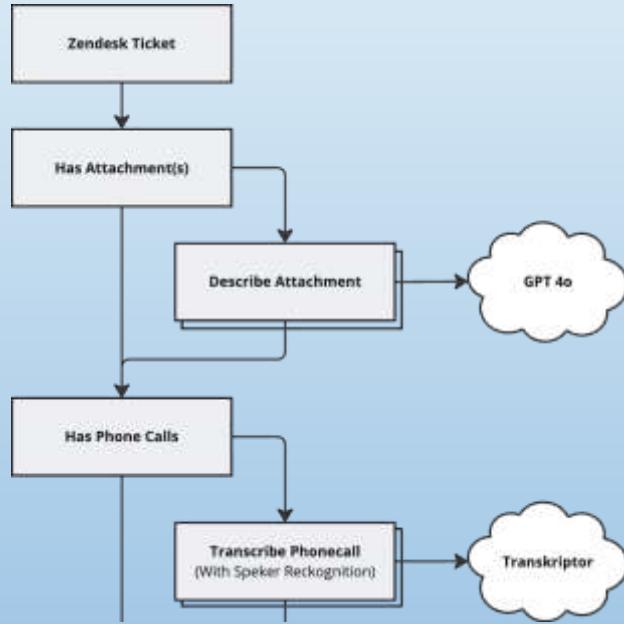
## Talgreining



### Talgreindur texti

Já ráðherrinn minn virkar ekki, hey geturðu sagt þetta aftur hrært, ráðherrinn minn virkar ekki, virkar ráðherrinn þinn betur ef þú sleppir þér sletta og talar extra skýrt kannski, netbeininn minn virkar stundum en ég vil að hann virki alltaf.

# Phone Conversations V15



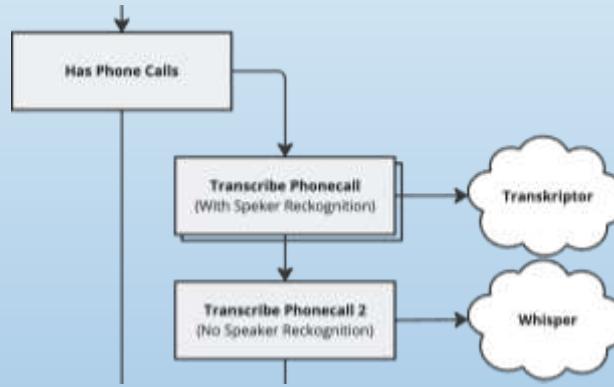
- 00:00:00 SPK\_1 Hæ er óli hringja.
- 00:00:03 SPK\_2 Ráðinn virkar ekki.
- 00:00:04 SPK\_1 Ok, þetta er sagt þetta aftur hægt.
- 00:00:08 SPK\_2 Ráðherrann minn virkar ekki.
- 00:00:11 SPK\_1 Virkar báturinn betur ef þú sleppir því að sletta og talar extra skýrir.
- 00:00:17 SPK\_2 Kannski net beinin minn virkar stundum en ég vil að hann virki alltaf.

[+]  
Add Comment

0:00

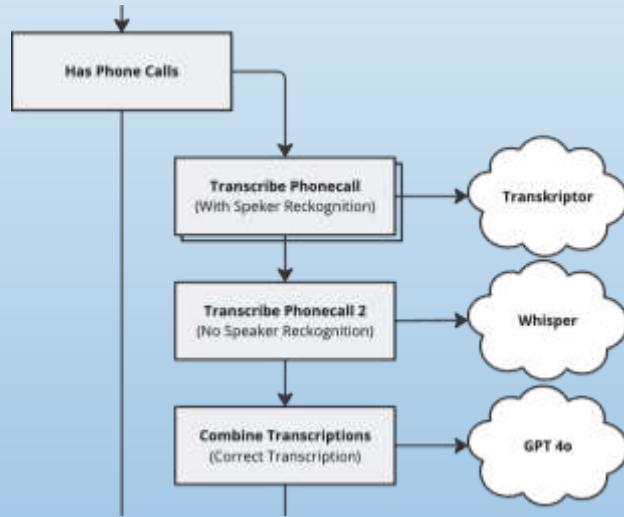


# Phone Conversations V16



“Hæ, en ráli, verðst að hengja? Já, ráturinn minn virkar ekki. Hei, þetta eru sagt þetta aftur hægt. Ráturinn minn virkar ekki. Virkar ráturinn þín betur ef þú sleppir því að slepta og talar ekstra skýrt. Kanski. Néttbeinirinn minn virkar stundum en ég vil að hann virki alltaf.”

# Phone Conversations V17



- 00:00:00 **Óli**    ▾ Hæ er óli varstu að hringja?
- 00:00:03 **Stebbi**    ▾ Ráterinn virkar ekki.
- 00:00:04 **Óli**    ▾ Ok, segðu þetta aftur hægt?
- 00:00:08 **Stebbi**    ▾ Ráterinn virkar ekki.
- 00:00:11 **Óli**    ▾ Virkar ráterinn betur ef þú sleppir því að sletta og talar extra skýrt?
- 00:00:17 **Stebbi**    ▾ Kannski. Nettbeinirinn minn virkar stundum en ég vil að hann virki alltaf.

Add Comment

0:00



1x

▼

# Phone Conversations

[

```
{ "Speaker": "Óli", "VoiceStart": "00:00:00", "VoiceEnd": "00:00:03", "text": "Hæ er óli varstu að hringja?" },
{ "Speaker": "Stebbi", "VoiceStart": "00:00:03", "VoiceEnd": "00:00:04", "text": "Ráterinn virkar ekki." },
{ "Speaker": "Óli", "VoiceStart": "00:00:04", "VoiceEnd": "00:00:08", "text": "Ok, geturðu sagt þetta aftur hægt?" },
{ "Speaker": "Stebbi", "VoiceStart": "00:00:08", "VoiceEnd": "00:00:11", "text": "Ráterinn minn virkar ekki." },
{ "Speaker": "Óli", "VoiceStart": "00:00:11", "VoiceEnd": "00:00:17", "text": "Virkar ráterinn betur ef þú sleppir því að sletta og talar extra skýrt?" },
{ "Speaker": "Stebbi", "VoiceStart": "00:00:17", "VoiceEnd": "", "text": "Kannski. Nettbeinirinn minn virkar stundum en ég vil að hann virki alltaf."}
```

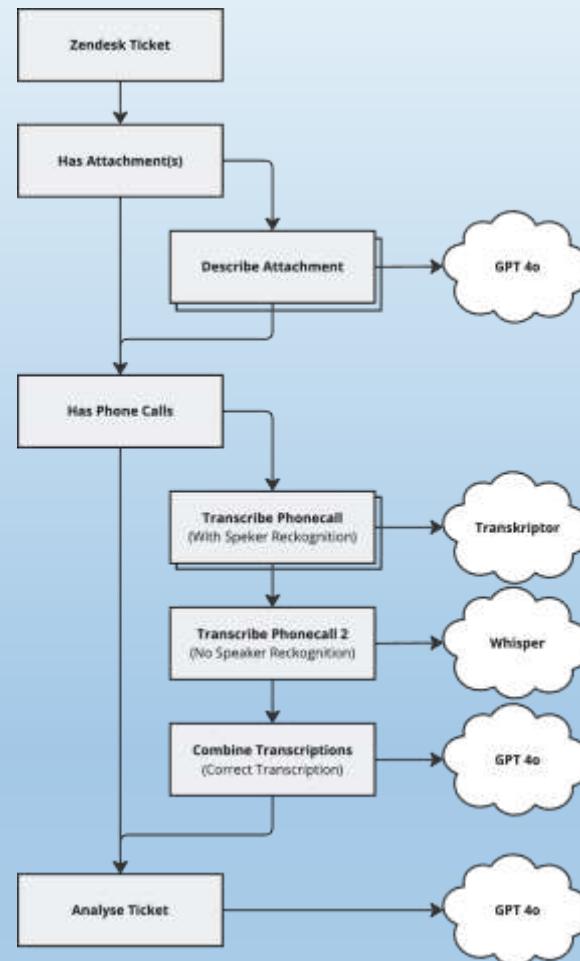
]

# Aðferð og kostnaður

Hvað kostar að greina þjónustumál?

## Greiningarkostnaður

- Meðalkostnaður er **8kr.** á miða
- Meðalkostnaður á miða án símtals er **4kr**
- Meðalkostnaður á miða með símtali/símtöllum er **15kr.**  
- það verður hægt að lækka þennan kostnað þegar íslensk íðorð eru studd af Transkriptor)





Takk fyrir!

