ACCENTURE OPERATIONS AI:
MEET THE ACCENTURE SENTIMENT ANALYST
HAVE YOU EVER WONDERED WHAT YOUR CUSTOMERS OR EMPLOYEES ARE FEELING ABOUT A PRODUCT OR PROCESS?

These insights can have great impact on your business and I am here to help.

Hi. I am a Sentiment Analyst, part of Accenture’s Artificial Intelligence team. I read large volumes of digital text to understand underlying themes and opinions expressed, using industry and domain-specific language. My skills can be used across industry verticals and channels.

My ability to process 10,000 records per day and 300 characters in sentences in less than three seconds makes me equivalent to a graduate with three years’ experience—only 500 times faster. Where the average person would take more than 10 minutes to tag a sentence with 50 themes, I take only a second. Plus I can store up to 500,000 records and have a repository of 1.3 million English words and their contexts.