

# LUMINAIRE

FOR

## ESI Cloud

Call Recording Insights & Sentiment Analysis for the ESI eCloud PBX™ Platform



## LUMINAIRE for ESI Cloud™ – Reveals Actionable Intelligence

Discover what your customers are really calling about. LUMINAIRE for ESI Cloud transforms your recorded calls into a strategic resource—transcribing calls and delivering meaningful, actionable insights. Designed exclusively for the ESI eCloud PBX™ platform, LUMINAIRE uses AI-powered tools to analyze your stored call recordings, uncovering details about the topics and tones of your callers.

## LUMINAIRE Helps Your Business:

- Uncover actionable insights into your customer conversations from analyzing call recordings
- Convert your recorded calls into easy-to-read, searchable text
- Quickly gauge a customer's emotional tone, allowing proactive issue resolution
- Identify trends and patterns, clearly identifying opportunities and areas needing improvement
- Easily find information via keyword searches
- Review employee and agent conversations to train and improve conversational skills

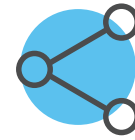
The screenshot displays the LUMINAIRE software interface. At the top, there are search filters for 'From Name', 'From Number', 'To Number', and 'Duration'. Below this is a table titled 'Successful Call History' with columns for 'Type', 'From Name', 'From Number', 'Dialled', 'To Number', 'Duration', and 'Date'. The table contains several rows of call data. On the right side, there is a 'Analysis Results' panel with a 'Sentiment analysis' section showing a neutral sentiment icon and the text 'Neutral'. Below this is a 'Summary' section with a paragraph of text and a 'Keywords' section listing terms like 'payment', 'telecommunications', 'customer service', 'language support', and 'company information'.

# LUMINAIRE for ESI Cloud™ Core Features:



## Enhanced Customer Insights

- Review and transcribe stored call recordings
- Sentiment analysis to identify customer tone
- Search for keywords within transcription data



## Streamlined Operations

- Empower supervisors to assess performance
- Identify areas for additional agent training
- Reinforce quality and support standards



## Faster Issue Resolutions

- Review critical calls to understand context
- Call transcriptions help protect your business and resolve disputes and claims



## Smarter Decision-Making

- Use real data rather than anecdotal feedback
- Adjust processes, messaging strategies, and workflows based on actual data



## Secure Data

- Closed AI environment does not expose employee or call data to third-parties
- Encrypted storage of call recordings



## Integrated with ESI Cloud Solution

- No complicated set-up required
- Uses same login credentials — no extra passwords
- Works with eCloud voicemails and dashboards

See what LUMINAIRE for ESI Cloud™ can do for your business:

**[esi-estech.com/LUMINAIRE](https://esi-estech.com/LUMINAIRE)**

or contact your local ESI Reseller today!