



## Luminaire User's Guide

ESI Luminaire is an AI-powered tool that analyzes call recordings to provide a summary of one or more recordings as well as sentiment analysis and keyword searches. This document provides a guide through Luminaire.

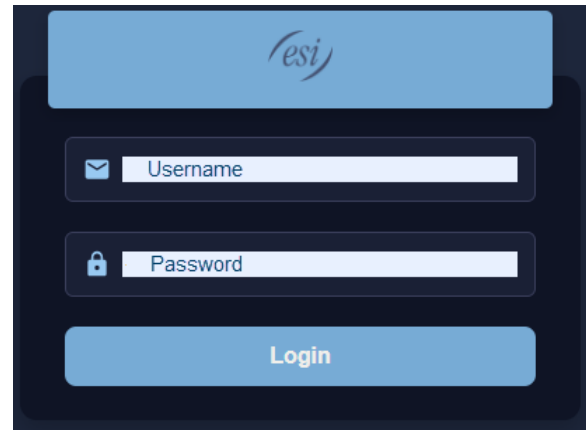
Luminaire, by default, is available for Office Managers. Contact ESI Customer Service to add other user types.

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# Accessing Luminaire

1. Access Luminaire by going to
  - a. Dark blue, left navigation panel in [eConsole](#).
  - b. Go directly to <https://luminaire.esihs.net>.
2. Enter your credentials at the login screen. Your credentials are the same as those you use to login to eConsole or ePhoneGO 2.



Note: Luminaire, by default, is available for Office Managers. Contact ESI Customer Service to add other user types.

# Home Page

The home page consists of the following sections:

1. Filters
2. Recorded Call History
3. Analysis Result
4. Options, which consist of (from left to right)
  - See what's new in Luminaire
  - Download the filtered view to a CSV file
  - Choose light or dark mode
  - Logout

**Recorded Call History**

Type	From Name	From Number	Dialed	To/Answered	Duration	Date
Inbound	Global	(262)	(972) 422-9700	(972) 422-9700	07:37	Feb 13 19:11
Inbound	Global	(262)	(972) 422-9700	(972) 422-9700	07:37	Feb 13 19:11
Inbound	Caller Wireless	(972)	(972) 422-9700	(972) 422-9700	04:39	Feb 13 16:48
Inbound	Unications	101	(972) 422-9700	(972) 422-9700	05:57	Feb 12 17:48
Inbound	Tea	(612)	(972) 422-9700	(972) 422-9700	59:49	Feb 12 17:46
Inbound	Adm	(843)	(972) 422-9700	(972) 422-9700	03:59	Feb 11 19:01
Inbound	Corp	(517)	(972) 422-9700	(972) 422-9700	02:16	Feb 11 15:36
Inbound	Sys	(331)	(972) 422-9700	(972) 422-9700	02:36	Feb 10 19:28
Inbound	FI	(754)	(972) 422-9700	(972) 422-9700	02:10	Feb 10 19:26
Inbound	Lumber	210	(972) 422-9700	(972) 422-9700	08:48	Feb 10 16:29
Inbound	Hard	(630)	(972) 422-9700	(972) 422-9700	05:49	Feb 10 16:23

13 rows selected      Rows per page: 20      1-18 of 18

**Analysis Result**

Sentiment-analysis: Neutral

**Summary:**

- The documents reveal several customer service interactions centered around billing issues, technical support, unresolved queries, and inquiries about product information.
- Common themes include customer confusion over billing discrepancies, technical issues requiring guidance or support, and ongoing unresolved issues with service providers or products.
- There is a noticeable pattern of customers seeking clarity or resolution often encountering complications or needing further assistance.

**Keywords:**

- Billing disputes
- Technical support
- Customer service
- Communication
- Resolution
- Discrepancy
- Integration
- Feedback
- Ongoing issues
- Verification

## Filter Options

The dataset in Luminaire can be quite large. Use the various filter selections to drill down to the specific data/calls you're looking for.

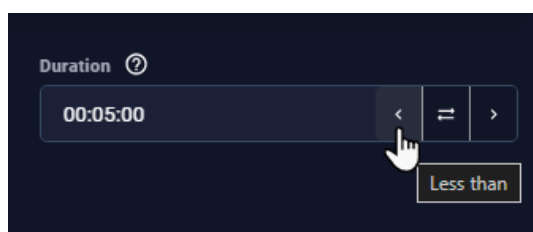
The screenshot shows a filter interface with the following fields and callouts:

- 1: From Date (02/08/2026)
- 2: To Date (02/14/2026)
- 3: Date Range (Last week)
- 4: Department (Accounting)
- 5: Sentiment Analysis (Negative)
- 6: Type (Inbound)
- 7: Duration (00:03:00)
- 8: From Name
- 9: From Number (972422-9800)
- 10: Dialed (past due)
- 11: To/Answered

Buttons: Go, Clear, Reset

Fields are listed from left to right, top to bottom.

1. From Date and To Date: Click the calendar icon and select the appropriate dates you want included in the search.
2. Date Range: Instead of specific dates choose a predetermined date range.
3. Department: Choose a department within your domain. Departments are set at the domain level and should be assigned to individual extensions/users to be useful. Departments are not the same as call queues.
4. Sentiment Analysis: AI derives the sentiment - positive, neutral, negative - from words used during the call.
5. Type [of call]. Internal means a call made between two users/extensions on the same domain.
6. Duration: The length of the recording. First enter the desired duration then choose one of the three icons (<, =, >).
  - Less than: Select the less than arrow to see all calls that are less than the specified duration time. Example: enter 00:05:00 minutes then click less than to see all calls less than five minutes.
  - Between: Select the between arrow to see all calls that are between two call durations. Example: enter 00:05:00-00:10:00 to see all calls between five and ten minutes.
  - Greater than: Select the greater than arrow to see all calls that are greater than the duration time. Example: enter 00:05:00 to see all calls greater than five minutes.



### Tips:

- Click on the tool tip (the question mark) next to the Duration field name for a reminder how to use this field.
- Hover your cursor over the duration buttons to verify which one is less than or greater than.
- The duration of the recording is typically less than the duration of the entire call. Example: In the eConsole call history the call shows to be 5m long. However Luminaire shows the duration as 4m45s. That's because the call didn't start being recorded until 15 seconds after it entered the phone system.

7. From Name and Number: The name and number of the caller, the person placing the call. The Caller ID of off-net, external calls is determined by the phone carrier. Off-net means a call coming from a phone system not managed by ESI.
8. Dialed and To/Answered: The number the call dialed to place the call and then the number associated with who/what answered the call.
9. Search: Words or phrases entered will search not only the transcription but the data points in the call record (i.e., caller ID, phone number, etc.). Note that the search field has a slider switch that allows your search to include or exclude words. Any text or number that matches the search will be displayed.



#### 10. Execute Options

- Go: Click this button to start the filtering process.
- Clear: Click this button to clear all filters without affecting the search results.
- Reset: Click this button to clear both the filter and the search results. (aka, a start over).

## Recorded Call History

Call history contains a log of past calls, showing incoming and outgoing calls with details such as who called, when, and for how long.

1. Type: The call types are Inbound, Outbound and Internal. Internal is a call between two users/extensions on the same domain (ESI phone system).
2. From Name and Number: The name and number of the caller, the person placing the call. The Caller ID of off-net, external calls is determined by the phone carrier. Off-net means a call coming from a phone system not managed by ESI.
3. Dialed and To/Answered: The number the call dialed to place the call and then the number associated with who/what answered the call.
4. Duration: The length of the recording.
5. Date: The date and time the recording was made.
6. Pagination:
  - Rows per page: Click the arrow to select up-to 20 records to view per page.
  - Recorded Call Log count: This shows the total number of recorded call history records. This count will change based on any filtering.
  - Left/Right arrow: Click the arrows to flip through the records.

Recorded Call History							
<input type="checkbox"/>	1 Type	2 From Name	3 From Number	Dialed	To/Answered	4 Duration	5 Date ↑
<input type="checkbox"/>	Outbound	Omar James	(469) 825-4850	(352) [redacted]	(352) [redacted]	00:35	Feb 13 22:01
<input type="checkbox"/>	Inbound	[redacted] Judith	(580) [redacted]	(800) 374-0422	(800) 374-0422	01:49	Feb 13 21:58
<input type="checkbox"/>	Internal	Gregory Alvarez	2171	2356	2356	01:27	Feb 13 21:50

6  
Rows per page: 10 ▾ 31-40 of 4153 < >

## Analysis Result

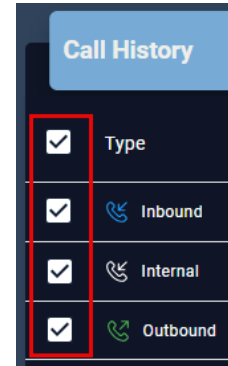
Analyzing a recording means ESI's AI engine will analyze the recording to provide a summary of the recording, sentiment analysis, and a list of keywords used in the recording.

To start an analysis

1. Select the desired records.
2. Click the large, yellow lightbulb in the Analysis Results panel
  - If you select only one record the analysis will appear almost instantly in the Results panel.
  - If you select multiple records you must click the lightbulb. The analysis could take a few seconds to several minutes based on how many records are being analyzed.

Tip:

- To select all records, click the checkbox in the header row (next to Type).



## Selecting a Single Call Record

When a single call record is selected, the analysis result of the call is immediately displayed. The analysis result will show the following:

1. Sentiment: AI derives the sentiment - positive, neutral, negative - from words used during the call.
2. Summary: The main topics of the conversation.
3. Transcript: A transcribed record of the conversation that took place. Click on this area / wording and the entire transcription will be shown.
4. Keywords: AI finds commonly used words in the conversation or those words that support the “theme” of the call.

The screenshot displays the 'Analysis Result' interface with four numbered callouts (1-4) pointing to specific sections:

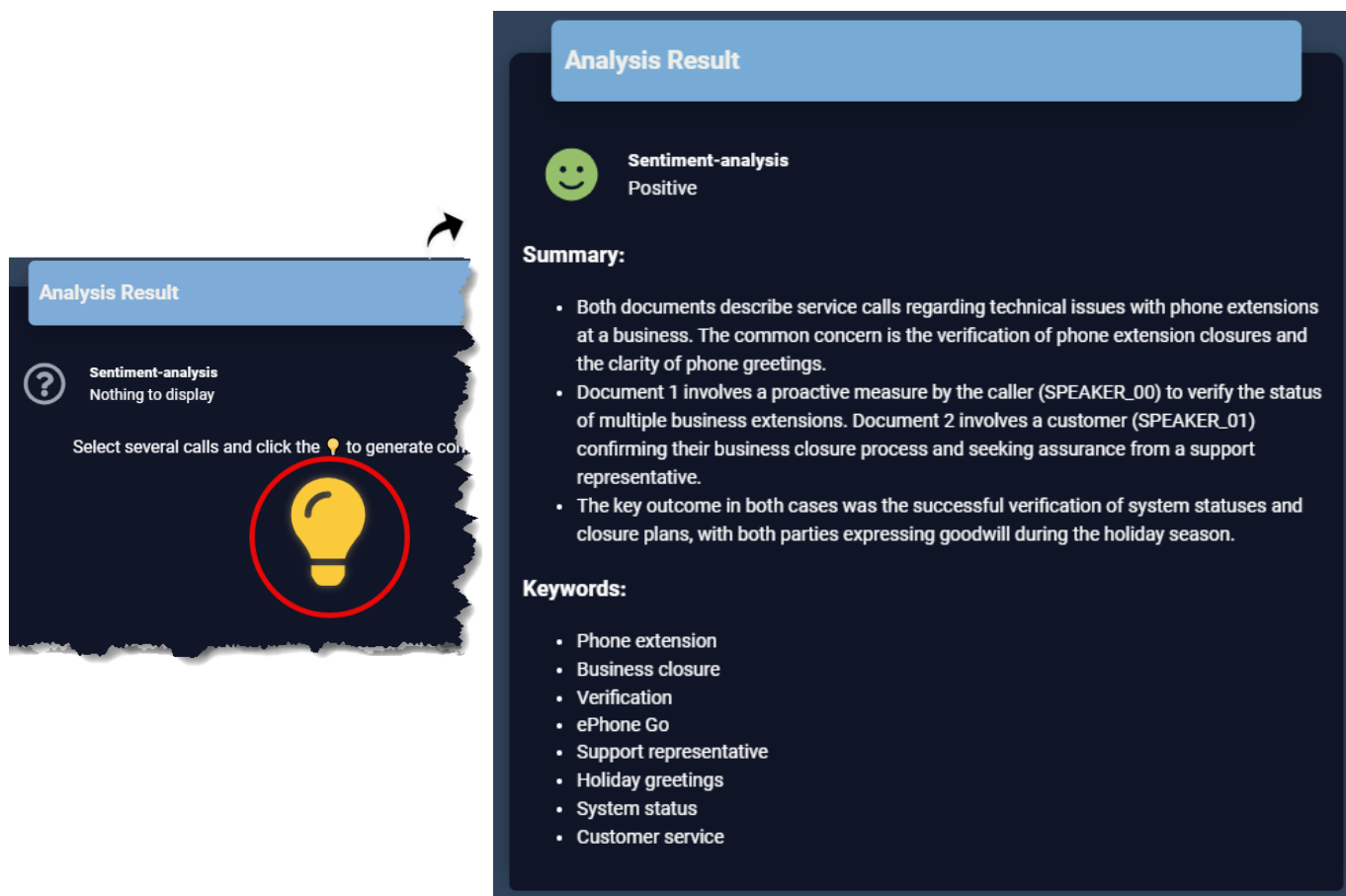
- 1** Points to the **Sentiment-analysis** section, which shows a green smiley face icon and the text 'Positive'.
- 2** Points to the **Summary:** section, which contains a bulleted list of three items: 'The caller is attempting to close down a business entity or system at 2 o'clock.', 'The caller is checking the call pass status to ensure everything is closed before proceeding with other activities.', and 'The conversation is primarily about verifying the closure process and confirming that all necessary steps have been taken.'
- 3** Points to the **Transcript** section, which shows three lines of text: 'SPEAKER\_00: Are you trying to get through when I'm closing something or what?', 'SPEAKER\_00: That's what I was wondering. SPEAKER\_00: Are you all about to shut down?', and 'SPEAKER\_00: Yeah, we're trying to at...'
- 4** Points to the **Keywords:** section, which contains a bulleted list of four items: 'Call Pass', 'Closure Process', 'Security Measures', and 'Team Communication'.

## Selecting Multiple Call Records

To see the analysis result of multiple calls

1. Select multiple calls from recording history by clicking the applicable checkboxes.
2. Click the large, yellow lightbulb in the right Analysis panel.
3. Sentiment analysis for the selected calls will display the following,
  - Sentiment: AI derives the sentiment - positive, neutral, negative - from words used during the call.
  - Summary: The main topics of the conversation.
  - Keywords: AI finds commonly used words in the conversation or those words that support the “theme” of the call.

Tips: To select all records, click the checkbox in the header row (next to Type). A detailed transcription is not shown for multiple recordings.



The diagram illustrates the process of generating a detailed analysis result. On the left, a smaller 'Analysis Result' panel shows a question mark icon, the text 'Sentiment-analysis Nothing to display', and a prompt: 'Select several calls and click the lightbulb icon to generate content'. A large yellow lightbulb icon is highlighted with a red circle. An arrow points from this lightbulb to the right, where a larger, detailed 'Analysis Result' panel is shown. This panel displays a green smiley face icon, 'Sentiment-analysis Positive', a 'Summary' section with three bullet points, and a 'Keywords' section with seven items.

**Analysis Result**

**Sentiment-analysis**  
Positive

**Summary:**

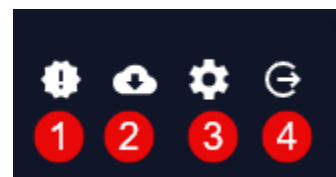
- Both documents describe service calls regarding technical issues with phone extensions at a business. The common concern is the verification of phone extension closures and the clarity of phone greetings.
- Document 1 involves a proactive measure by the caller (SPEAKER\_00) to verify the status of multiple business extensions. Document 2 involves a customer (SPEAKER\_01) confirming their business closure process and seeking assurance from a support representative.
- The key outcome in both cases was the successful verification of system statuses and closure plans, with both parties expressing goodwill during the holiday season.

**Keywords:**

- Phone extension
- Business closure
- Verification
- ePhone Go
- Support representative
- Holiday greetings
- System status
- Customer service

## Other Options

In the upper right corner you will find the options Download CSV, Settings and Logout.



## What's New

1. This popup will show what's new in Luminaire.

## Download CSV

2. To save your call history, click Download CSV, name the file and click save.

## Settings

3. Enable Dark mode
3. Click the Help & Support link which will take you to the [ESI Support page](#).

## Logout

Click to log out of Luminaire.