

Business Use Case



Your Forms Are Full of Hidden Gems. Too Bad Nobody Can Read Them... Until Now

Automated Free-Text Classification for Rapid Business Insights

Business Problem:

Organizations collect vast amounts of unstructured data through forms, surveys, incident reports, and customer feedback. Free-text fields (e.g., comments, symptom descriptions, incident narratives) often contain the most valuable insights—yet extracting meaningful information is labor-intensive, inconsistent, and costly. Traditional methods (keyword searches, manual tagging) are slow, error-prone, and inflexible to new queries.

Solution:

SCOTi AI's Free-Text Classification enables organizations to instantly analyze unstructured text by asking natural language questions. SCOTi dynamically categorizes responses, identifies trends, and surfaces hidden patterns—without predefined rules or manual intervention.



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Business Use Case

Key Benefits:

- Process 1M+ records for <\$0.65 vs. thousands in labor costs.

Cost Savings



- Analyze millions of records in seconds (vs. hundreds of human hours).

Speed and Efficiency



- Answer new questions on demand without re-tagging data.

Adaptability



- Uncover root causes, trends, and risks buried in free-text responses.

Actionable Insights



SCOTi ROI

- **1000x faster** than manual analysis.
- **A million** record database takes less than **\$1** to process
- **Scalable:** Processes any volume of historical or real-time data.
- **Proactive Risk Mitigation:** Detect emerging issues (e.g., safety incidents, fraud patterns) before they escalate.

Use Case Example: Healthcare Symptom Trend Analysis

Scenario: A clinic notices a potential rise in sinus-related complaints but lacks structured data to confirm.

Question to SCOTi: "How many patients reported symptoms of acute rhinosinusitis in the past month?"

How SCOTi Helps:

- Scans free-text symptom descriptions (e.g., "stuffy nose," "facial pain").
- Classifies entries as Likely, Possible, or Not rhinosinusitis.
- Generates a trend report with statistics and visualizations. Outcome: The clinic identifies a 30% increase in cases, enabling proactive resource allocation.

Additional Applications:

| Industry | Sample Questions |
|---------------|--|
| Retail | "What are the top reasons for refund requests?" |
| Manufacturing | "Which defects are most frequently reported in production logs?" |
| Insurance | "How many claims describe water damage vs. fire damage?" |
| HR | "Are there recurring themes in exit interview feedback?" |
| Logistics | "How many complaints mention delivery delays?" |



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Technical Advantages:

- **Privacy-First:** On-premise or private cloud deployment ensures data never leaves the organization.
- **Multi-Source Integration:** Works with CRMs, ERPs, databases, and spreadsheets.
- **Plain-English Interaction:** No technical expertise required; results include graphs and statistics.

Conclusion

SCOTi AI transforms unstructured text into a searchable, analyzable asset—empowering organizations to make data-driven decisions with unprecedented speed and accuracy. By automating free-text classification, businesses unlock hidden value in existing data, reduce operational costs, and gain a competitive edge.

About smartR AI

We believe that data and AI play a key part in a sustainable world. Our mission is to facilitate and empower organizations to extract real value from their data in an ethical, responsible, and sustainable manner using cutting edge AI technology. We provide solutions that are risk-free, controllable and financially viable for any small or medium-sized enterprise, especially those who are innovators and challengers wishing to shape the future.

We like to think of ourselves as the human face of generative AI, in a world where today's technology is causing confusion. We've developed proprietary model building blocks to accelerate the development of your project. So, every company can now build its own private AI smarter.

smartR AI augments organizations with AI expertise, driving enterprise-wide implementation, and streamlining workflows. We specialize in safe private AI models that manage risk, while providing high reward. They are specifically trained for clients, enhancing and optimizing productivity, revealing previously unseen insights from their vast data pools. smartR AI improves lives intelligently by empowering workforces with actionable insights.



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