

# PROXEM STUDIO

The Natural Language Processing Application  
for Semantic Analysis of Textual Data

A woman with blonde hair in a ponytail, wearing a light blue button-down shirt and a lanyard, is looking at a laptop. She is standing in a server room with many racks of equipment in the background, illuminated by blue light. The laptop screen is open, and she is typing on the keyboard.

## AI-POWERED TEXT ANALYTICS SOFTWARE. FOR EVERYONE.

**Proxem Studio** is a multisource and multilingual software-as-a-service suite dedicated to collecting, analyzing and visualizing textual data in all languages to detect knowledge, emerging trends and weak signals.

It places artificial intelligence (AI) at the service of professionals to transform textual data into actionable information and automated services, such as voice of the customer analysis, virtual assistants and knowledge management.





# PROXEM INSIGHT

Textual data analysis for customer and  
employee experience



### Identify and analyze brand attributes and drivers of satisfaction

Our semantic and sentiment analysis software, **Proxem Studio**, enables the real-time analysis of all your customers' conversations and feedback to identify key moments in the customer journey with their related topics, tones and reasons for satisfaction and dissatisfaction.

**Proxem Studio** allows you to obtain a quantitative overview and identify weak signals by aggregating all the textual data onto a common multichannel and multilingual repository, structured according to the steps in the customer journey.

The software analyzes text from any source: Emails, web reviews, satisfaction surveys, social networks, brand forums, documents and more.



### Get the right decision-making tool to improve your key performance indicators (KPIs)

**Proxem Studio** is a decision-making tool that allows you to focus on your KPIs and high value-added tasks. It helps you improve customer satisfaction indicators (including net promoter score, customer retention and average resolution time) and measure the performance of your actions on loyalty, conversion, brand attributes, brand image, operating costs, churn rate and more.

The various **Proxem Studio** modules enable you to be responsive and efficiently share information with all employees.



### Multilingual, multisource and multi-topics

**Proxem Studio** allows you to analyze customer feedback in all languages with a customizable semantic analysis to detect all topics covered.

Aggregate all customer feedback in a single platform to have a 360-degree omnichannel view of the voice of the customer through connectors and available application programming interfaces.





# PROXEM KNOWLEDGE

Information extraction and knowledge management

### 1. Optimize your company's information search

Easily find the right information at the right time thanks to a semantic search engine perfectly adapted to your data, no matter the language and format of your documents.

### 2. Produce knowledge through the semantic analysis of your documentary databases

Enrich your ontologies and business repositories from textual data with AI embedded in **Proxem Studio**.

From market mapping to contract analysis, patent analysis or scientific research, **Proxem Studio** empowers you to produce new knowledge that can be activated whatever your corpus, for example entity and relationship extraction, classification, clustering, correlation analysis and weak signal detection.

### 3. Streamline your business processes with information extraction

**Proxem Knowledge** lets you extract the key information you need from text to gain fluidity in your business processes regardless of your field, covering clause detection in contracts, extraction of people, places or organizations, anonymization, extraction of document information and more.

AI lets you streamline your business processes and improve efficiency.





# STRONGER INFORMATION INTELLIGENCE

Part of the **NETVIBES** portfolio, **Proxem Studio** delivers a combination of state-of-the-art machine learning technologies with rule-based natural language understanding and natural language processing.

It helps companies to better understand supply networks, customer expectations, market trends and other important aspects of their business.

## Our **3DEXPERIENCE®** platform powers our brand applications, serving 12 industries, and provides a rich portfolio of industry solution experiences.

Dassault Systèmes, the **3DEXPERIENCE** Company, is a catalyst for human progress. We provide business and people with collaborative virtual environments to imagine sustainable innovations. By creating 'virtual experience twins' of the real world with our **3DEXPERIENCE** platform and applications, our customers push the boundaries of innovation, learning and production.

Dassault Systèmes' 20,000 employees are bringing value to more than 300,000 customers of all sizes, in all industries, in more than 140 countries. For more information, visit [www.3ds.com](http://www.3ds.com).



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