



CLARABRIDGE

Put Customer Feedback to Work



Software Proven to Improve Customer Experience Programs

Understand—make that really understand—customer feedback with best-in-class customer analytics and engage in real-time with game changing social care.

Me (Joachim De Beule)

- **Phd in Artificial Intelligence**
VUB, 2007
(modeling language evolution & the immune system)
- **Data Scientist @ Engagor (2012)**
& **Clarabridge (2015)**
 - Machine Learning & NLP
 - End-to-end



The Prediction/Learn loop

