FeelGPT Advisors System

FeelGPT Overview:

Intelligent Analysis of Pre-Recorded Conversations and Emotions

FeelGPT is a virtual expert designed to bridge the gap between spoken words and true emotions. In fields such as fraud detection, customer service, and sales, understanding a speaker's

real feelings can lead to more informed decisions and improved outcomes. By combining advanced speech-to-text processing with genuine emotion detection through Layered Voice Analysis (LVA), FeelGPT provides deep insights that traditional analytics cannot.

Key Features

1. FeelGPT Advisors
FeelGPT offers specialized advisors tailored to various business needs:

- Fraud Detection: Identifies emotional indicators of dishonesty and risk, assisting in fraud investigations, particularly in insurance claims.
- Client Service Enhancement: Detects customer emotions in support calls, allowing service teams to proactively address dissatisfaction and improve engagement.
- Sales Optimization: Recognizes emotional signals of interest, hesitation, and resistance, helping sales teams refine their approach and close more deals.
- Additional Advisors: FeelGPT can be adapted for applications in mental health, market research, public speaking, and more.

2. Advanced Speech-to-Text Processing
FeelGPT transcribes entire conversations while preserving raw audio data, ensuring accurate

emotional analysis.

3. Genuine Emotion Detection
Leveraging LVA, FeelGPT identifies subtle bio-markers in the voice that indicate emotions such as stress, confidence, hesitation, and uncertainty—often revealing insights beyond spoken words.

4. AI-Driven Cross-Referencing
FeelGPT correlates detected emotions with spoken content, identifying inconsistencies between verbal expression and emotional state. This enables decision-makers to uncover hidden sentiments and improve communication strategies.

5. Expert-Level Insights
Beyond raw data, FeelGPT delivers actionable intelligence tailored to industry-specific needs. It is used for:

- Compliance monitoring
- Customer experience enhancement
- Risk assessment in financial services

Benefits of FeelGPT

Enhanced Decision-Making

- Identifies discrepancies between spoken words and underlying emotions, reducing risk and improving decision accuracy.
- Aids fraud detection by revealing emotional inconsistencies.

Enhances customer support by flagging distress or dissatisfaction.

- Time Efficiency & Scalability
- Automates the analysis of large volumes of calls, eliminating the need for manual review.
- Enables real-time processing and insights, improving operational efficiency.

Versatility & Customization

- FeelGPT Advisors are fine-tuned for different use cases, ensuring relevance across industries.
- The system can be adapted for evolving business needs.

How to Use FeelGPT

1. In the Emotion Logic platform, after logging in, select "Analyze Now" from the left-side menu.
2. Select the FeelGPT advisor designed for your specific needs. FeelGPTs can be customized for any use case.
3. **Upload Pre-Recorded Audio**: FeelGPT processes existing call recordings.

4. **Speech-to-Text Conversion**: The system transcribes the conversation while maintaining audio integrity.
5. **Emotion Analysis**: LVA technology extracts emotional markers from voice patterns.
6. **AI Interpretation**: The detected emotions are cross-referenced with spoken words.
7. **Insight Generation**: Actionable intelligence is provided in a structured report.

Getting Started

To explore the full range of FeelGPT Advisors and begin analyzing conversations for actionable insights, visit EMLO's FeelGPT page.

Annex 1 : The FeelGPT protocol example - The merger of transcript and emotions that makes the FeelGPT work.

FeelGPT transcript

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FeelGPT transcript

FeelGPT Field: An Overview

Definition:

Designed for developers using Emotion Logic APIs, the **FeelGPT field** is a JSON output parameter that provides a textual representation of detected emotions, sometimes including intensity levels. This field enables seamless integration of emotion insights into applications, supporting automated responses and data-driven analysis.

Format:

The FeelGPT field typically presents data in the following format:

[emotion:intensity;emotion:intensity, ...]

For instance:

[passionate:1; hesitant:4]

or

[confused:2]

It may also include indicators about the autheticity of the speaker, specifically highlighting when the speaker may be inaccurate or dishonest.

Applications:

While the primary purpose of the FeelGPT field is to offer insights into the speaker's emotions, it can also be integrated into systems like ChatGPT to provide more contextually relevant responses. Such systems can utilize the emotional data to adjust the verbosity, tone, and content of their output, ensuring more meaningful interactions.

Development Status:

It's important to note that the FeelGPT field is still under active development. As such, users should be aware that:

- The exact textual representation of emotions may evolve over time.
- There might not always be a direct textual match between consecutive versions of the system.
- For those integrating FeelGPT into their systems, it's recommended to focus on the broader emotional context rather than seeking exact textual matches. This approach will ensure a more resilient and adaptable system, especially as the FeelGPT field continues to mature.

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