

# How Userlane Uses AI

Last Modified on 12.08.2025

At Userlane, we integrate artificial intelligence (AI) to enhance the experience across our platform.

Our AI capabilities are designed with data security, user value, and transparency in mind. We use a **locally hosted** version of OpenAI's language models to power selected features in the Userlane Platform. [Read more in this article.](#)

## Where We Use AI in the Userlane Platform

### Portal Features

- **HEART AI-powered Insights:** We generate insights from HEART data to help you quickly understand what is going on and identify trends. The App overview page and each HEART letter contain those insights.
- **Survey and NPS responses summary:** We use AI to summarize text responses from the NPS comments and survey responses. That way it's easier to get a glimpse of what your users are saying without reading through all their comments.
- **Auto-translate Messages:** To save time, you can automatically translate your Messages (Announcements, Surveys, NPS) to different languages using our AI option.
- **AI-Powered User Segmentation:** Feature that helps you build user segments faster using conversational language.

### Player Features

- **AI Assistant:** An intelligent Assistant within the Userlane Player that answers natural language questions.

### Editor Features

- **Auto-Translate Text:** An option to help you accelerate the content creation by instantly translating instructional text into multiple languages with AI.
  - **Regex Validation in Guides:** AI helps you simplify the creation of validation patterns using natural language to generate regular expressions.
  - **AI Regex Helper for Validators:** Easily generate complex regex validation rules using plain language descriptions.
-