

How Userlane Uses AI

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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

- **Generate Text:** Use AI to generate Guide text for you to reduce the amount of time and effort needed to create meaningful content.
- **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.
