

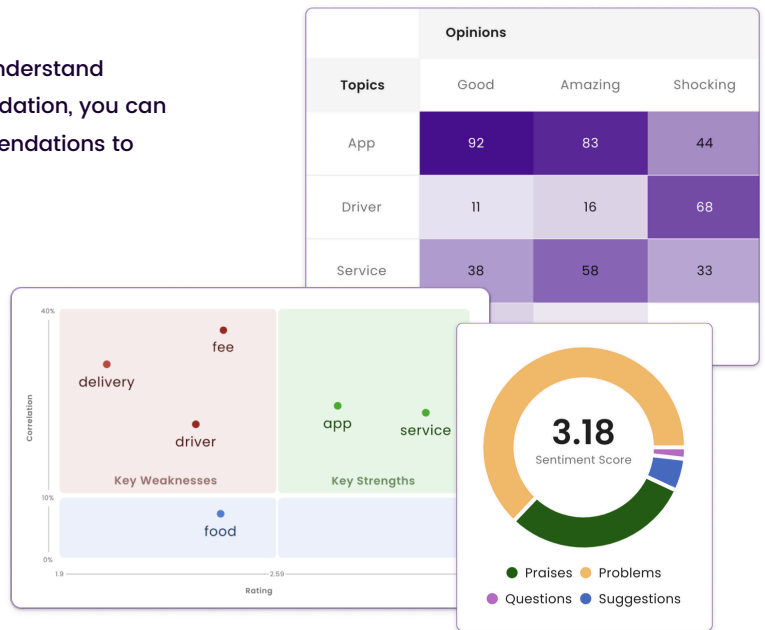
Unify insights across your entire customer journey

keatext

Keatext enables you to unify all your feedback channels and understand satisfaction at every stage of the journey. With a strong AI foundation, you can automate tasks like categorizing insights and making recommendations to improve satisfaction.

1. Connect all your feedback channels

- 360° view of feedback from surveys, reviews, chats and calls, and support tickets
- All your insights in one platform
- Make informed decisions that consider all aspects of your business



2. Understand satisfaction at every journey stage

- Identify blind spots and key drivers of dissatisfaction across all feedback channels
- Pinpoint which stages of the journey have the most impact on satisfaction scores
- Make recommendations based on strong data analysis

3. Work faster with automation powered by AI

- Automate tasks like categorizing feedback and reporting to different stakeholders
- Chat with Keatext to enrich your insights with categories based on the context of your business and your unique reporting needs

YOU

What insights would you like to report on?

ASSISTANT

The service team wants to know the issues that customers have with their delivery experience. Create categories to cover the elements of this experience.

Alright, I'll do that!

Generating tags...

Fee

For the fee, consider being more upfront about making customer the

Driver

For the driver, consider providing educational resc and order you

Delivery

For the delivery, simplify the communication between customers and drivers, and consider adding more contactless delivery options for customers who prefer it. **This could increase the satisfaction of your customers by 6%.**

Out of the box analytics

- Unsupervised machine learning with no training or setup
- Automatic detection and clustering of themes, intents, sentiments, and contexts
- Automated coding and categorizing of verbatims

Seamless integrations

- Native integrations with Zendesk, ServiceNow, CallMiner, SurveyMonkey, Alchemer, QuestionPro, and 85+ review sites like Google and Amazon
- Third party integrations with 400+ platforms