Nothing provides more insight and context on your customers' experience than open-ended feedback. However, staying on top of this unstructured feedback and keeping an eye out for emerging trends can be difficult when you are collecting an endless stream of responses.

iper.text uses advanced natural language processing and machine learning technology to do this heavy lifting for you. This powerful feature continuously evaluates and organizes your open-ended feedback so you can discover the unexpected in the voice of your customers.

**KEY BENEFITS**

**STAY ON TOP OF EMERGING TRENDS**
iper.text uses machine learning to automatically categorize all of your open-ended feedback so you can easily identify emerging trends.

**DISCOVER ISSUES BEFORE THEY BECOME WIDESPREAD**
Easily identify problem areas popping up in your open-ended feedback by seeing specific keywords and phrases that iper.text identifies as being negative.

**SHARE ACROSS YOUR ORGANIZATION**
Create open-ended feedback dashboards that are tailored to your current business needs, then easily share them with other stakeholders.

iPerceptions helps the world’s most respected brands become customer-centric organizations by leveraging the voice of their customers.
SEE WHY IPERCEPTIONS OFFERS THE MOST POWERFUL VOICE OF THE CUSTOMER TEXT ANALYTICS SOLUTION ON THE MARKET

SAVE HOURS SIFTING THROUGH YOUR FEEDBACK WITH AI-POWERED REPORTING FEATURES

iper.text uses natural language processing and sentiment analysis to categorize every single customer comment so you can jump in and extract insights right away. You can also connect all your sources of open-ended feedback from survey responses to social media streams to Interactive Voice Responses (IVR).

FOCUS ON THE FEEDBACK THAT MATTERS MOST TO YOU

iper.text brings into focus the most spoken-about topics in your open-ended feedback, automatically ranking them in terms of priority so you can quickly focus that matters most to you. You can also contextualize your open-ended feedback using any survey data you are collecting with your iPerceptions research.

MAKE AN IMPACT WITH EASY-TO-SHARE DASHBOARDS

View and manage dashboards that show only the insights and open-ended feedback that is most relevant to your business needs, and easily share them with other stakeholders with the click of a button.

LET THE IPERCEPTIONS TEAM OF EXPERTS DO IT FOR YOU

From creating custom-built dashboards to providing recommendations based on what your customers are saying, our team of experts will help you get the insights you need from your open-ended feedback from day one.

SCHEDULE A DEMO TO LEARN MORE ABOUT IPER.TEXT

iPerceptions.com/Demo | 1-866-669-5499
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