



Insights

Turn customer feedback into business insights

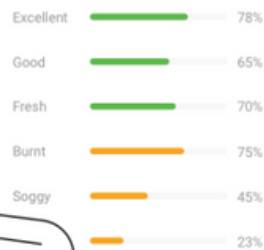
Dig beneath reviews, ratings, customer feedback, and survey scores to discover what's working, what's not, and where.

Top Keywords

- 1 Service
- 2 Pizza
- 3 Location
- 4 Staff
- 5 Crust



Pizza is described as...



From customer feedback to actionable insights

Our NLP engine humanizes big data so you can understand the sentiments expressed in feedback and improve operations at the location and corporate level.

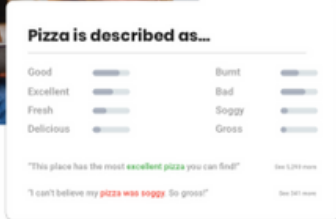
C- Burnt pizza

The pizza is bland, the crust was burnt, and it tasted like air. I'm highly perplexed as to why it got such great reviews... [more](#)

The tostada thin crust pizza was burnt (mostly on the bottom and a little bit on the side) to the point that it was bitter ... [more](#)

Discover emerging positive and negative sentiment trends

Monitor sentiment levels from customer feedback to understand your strengths and weaknesses and discover trending topics in your market as a whole.



Make data-driven improvements

View sentiment trends by topic, zoom in on specific keywords and adjectives, and put it all in context with verbatim snippets from review text.

Compare performance across locations

Monitor sentiment levels from customer feedback to understand your strengths and weaknesses and discover trending topics in your market as a whole.

Locations	Overall	Online order	Food	Service
New York City, NY	A+	A	A+	B
Philadelphia, PA	A+	A+	A	A
San Francisco, CA	A	A	A	A-
Palo Alto, CA	A-	A-	A	B+
Las Vegas, NV	B+	B	A	B+

Want to know more? Call us at [703-738-9933](tel:703-738-9933)