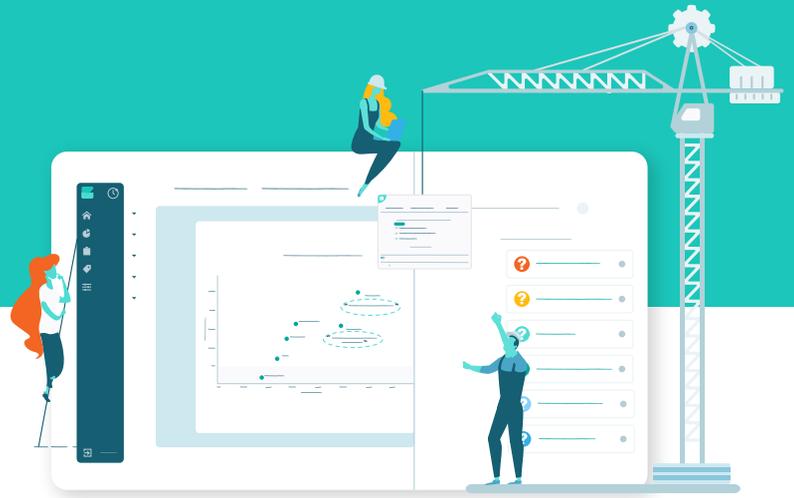


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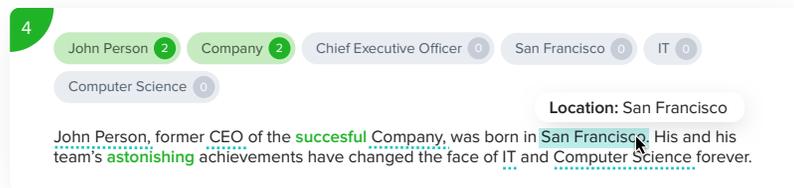
A professional survey solution
that perfectly understands text answers



Unique language capabilities to understand text data instantly with human-level precision in:

BG, DE, EN, GE, HU, NL, PL, RO, RU, UA

Analysed **14.7 million feedback/customer answers**
for more than **170 clients**



We believe in scores and KPIs, but even more in instant, real insights



1. Start by collecting different data sources

Collect your free text answers with Zurvey.io's own survey module

Or upload your textual data in Excel

Integrate your chat or email service (to get a detailed view of client discussions)

2. Process your data with human-level precision algorithms

Automated insight generation based on unique sentiment analysis and topic recognition



3. Turn your data to actionable insights through unique visualisation

Use our interactive dashboard and drill down function for an instant understanding

Download enriched Excel output for deep analysis



We fit your industry's needs

Telecommunications

Learn from your customers' voice by analysing 10K+ customer feedback per month within minutes

Identify pain points of unsatisfied customers

Instant evaluation of app review

Insurance

Learn from Net Promoter Score verbatim

Understand the opinion drivers of Net Promoter Score on other KPIs

Create a data-driven strategy to convert detractors to passives and passives to promoters

Banking

Discover and quantify the most important segments of customer experience

See the reasons behind the differences in the in-branch experience

Understand the critical factors of digital customer touchpoints

Retail

Identify touchpoint benefits based on reviews

Improve the shopping experience

Instantly compare different shops based on strengths and weaknesses

HR

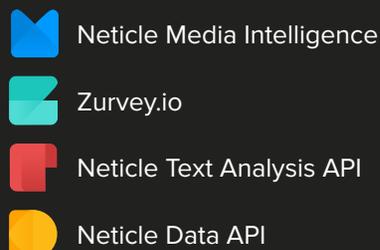
Understand organisation strong points and pain points in open-ended feedback

Focus on the right factors to improve employee experience

Market research

Save time with automated sentiment analysis

Save time and upgrade the coding process



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