

Insight Labels



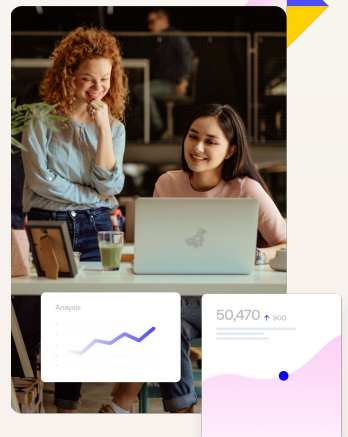
Smarter decisions, made simple.

Whether it's discovering the quality of your customer service, or understanding the speed of your deliveries, manually label and track specific comments, phrases and opinions across your customer feedback to get an at-a-glance look at everything affecting your business.

Use insight to drive sales and improve customer service

Better understand customer opinion - on your own terms

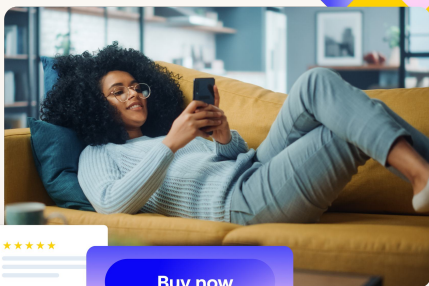
Save time responding to feedback



Or click here to [view our knowledge base article](#)

How does it work?

- **Step 1** Label key themes within your feedback content
e.g. Price
- **Step 2** Easily track and manage all your reviews related to each label
- **Step 3** Monitor performance of your labelled reviews with dedicated reports
- **Step 4** Use the data to enhance sales, understand product performance and improve customer service



Unlimited labelling gives you complete control

Assign multiple labels across your feedback to build a complete picture of what your customers think about every aspect of your business.

Predefined customer responses let you personalise the customer journey

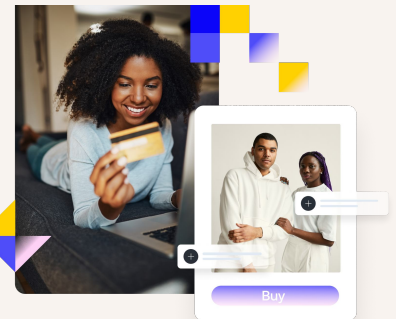
Assign predefined responses to your labels, allowing for custom automatic replies to be sent to your customers based on the content of their reviews.

Tailored Insight label reports shows what matters the most to your business

Create custom reports to monitor every area of your business and use this insight to make better business decisions.

Label deactivation makes testing a breeze

It's simple to activate or deactivate existing labels, letting you easily track specific themes across individual campaigns and test with confidence.



Customisable alerts let you stay in the loop

Set up alerts to stay on top of trends and themes with custom email notifications sent to whoever you need to see them.

To find out more, contact a consultant

[Book a demo](#)

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