

CX Reputation

Nov 2022 enhancements



Sentiment Analysis correlation with reviews

Topics ↓

Category	Total	Positive	Negative
Product Attributes ▶	1143	818	316
Service Experience ▶	1129	448	671
Attitude & Behaviour ▶	610	485	120
Overall Perception ▶	527	433	70
Process ▶	129	77	52
Digital Experience ▶	128	91	36
Appearance ▶	104	88	14
Marketing ▶	48	34	13
Setting ▶	19	14	5
Availability ▶	17	5	12
Safety & Security ▶	14	11	3
Health & Fitness ▶	6	1	4

Semantic codebooks ☰

- The count seen in each column is clickable now.
- It shows the number of occurrences of a particular topic in the reviews available in the platform
- Clicking on the count it takes you to the reviews screen, displaying the reviews mentioning the topic.

Mechanism to delete imported reviews in CX Reputation

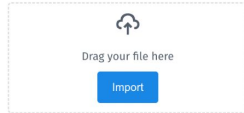
Dashboard Settings

General Integrations Locations Notifications Sentiment Analysis Import

Import

Excel format is supported. Do not include header row. Following columns are required in the this specific order: **externalId**, **comment**, **integration**, **starRating**, **createTime** (example: 1995-12-17T03:24:00), **reviewer**.

Integration name must either match existing records (e.g. Google Play Store, Google My Business, Trustpilot, Facebook, Capterra, Google, G2) or be any other string



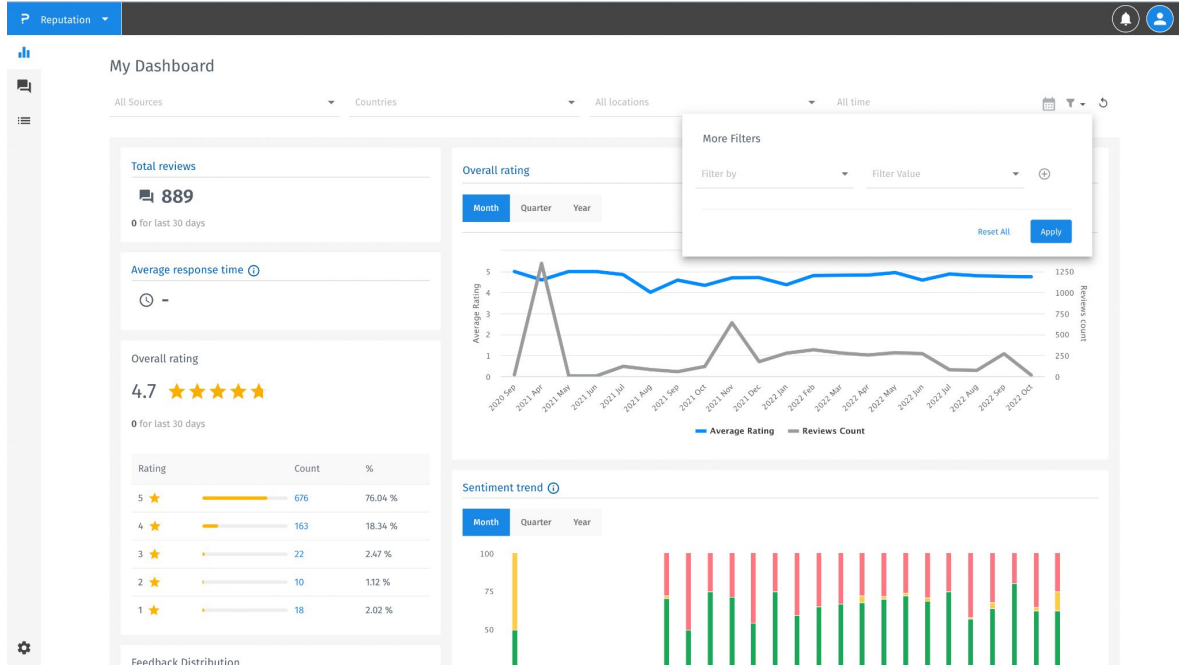
Delete imported reviews

This will delete all the reviews imported into the application so far



- With this feature addition, there would be a mechanism to delete all the imported reviews till date from the CX Reputation application.
- A delete button is added to support this functionality.

Additional dashboard filters in CX Reputation



- More filtering options like Filter by Sentiment Categories, Sentiment Topics, Tags, Review Status, Ratings are added in the Dashboard.

Source filter support for imported reviews in CX Reputation

The screenshot displays the CX Reputation interface. At the top, there is a navigation bar with a 'Reputation' dropdown and user profile icons. Below this, a filter menu is open, showing various sources: Google My Business, Google Play Store, Google, G2, Capterra, Facebook, and Trip Advisor. The Trip Advisor source is highlighted, indicating it is selected. The main content area shows a list of reviews. The first review is from Jack Walther, dated Sep 04, with a 5-star rating and a comment: 'We have been using QuestionPro for 3 years and we are particularly impressed by the high scalability of the solutions. We can fully exploit all three areas (market research, customer experience and employee experience). Service and the great analysis functions are unique!'. The second review is from Bernhard Strasser, dated Sep 07, with a 5-star rating and a comment: 'Fast, competent and friendly staff, very good service and top price / performance ratio. The individual requests are dealt with immediately. Therefore, we are happy to continue with you!'. The third review is from Michael Schmidt, dated Sep 04, with a 5-star rating and a comment: 'THANKS FOR FEEDBACK'. The interface also includes filters for Countries, All Locations, and All time, and a search bar.

- The imported reviews source will be available in the filters menu to filter by source.
- In the screenshot, as you can see TripAdvisor is not installed as an integration but it is appearing in the source filter since TripAdvisor reviews were imported using the Import functionality.

Thanks!

