

Sentiment Analysis



Let our AI tech do the hard work for you.

Customer sentiment insight automatically analyzes your reviews, identifies sentiment, and provides you with an at-a-glance view of the key issues affecting your customers.



Delve into the mindset of your customers.

Utilize the latest AI technology to automatically analyze the content of your customer feedback and create a detailed picture of the aspects that matter most to them.

Make informed business decisions.

Tap into the genuine opinions of your customers to gain valuable insight into company performance and better inform those game-changing business decisions.

Save your business hours with instant insights

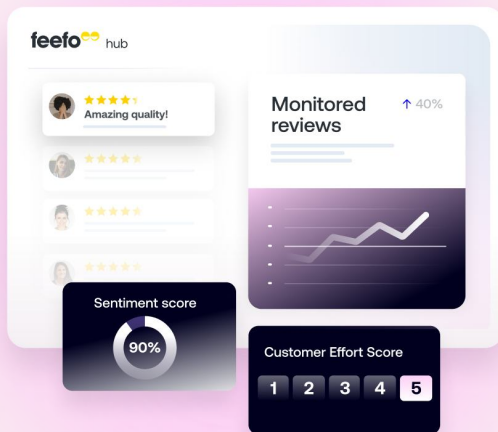
Save your business hours with instant insights. Gain immediate visibility on issues impacting your Feefo rating and prioritize changes to enhance your overall customer experience before it's too late.

How does it work?

Customer sentiment insight provides you with all the tools necessary to unlock crucial data and insights from your customer feedback.

Sentiment Score

Introducing a new method for accurately gauging customer opinion. Your sentiment score reflects the positive and negative emotions contained within your review content and ranks your performance on a scale from 100 (very positive) to -100 (very negative).

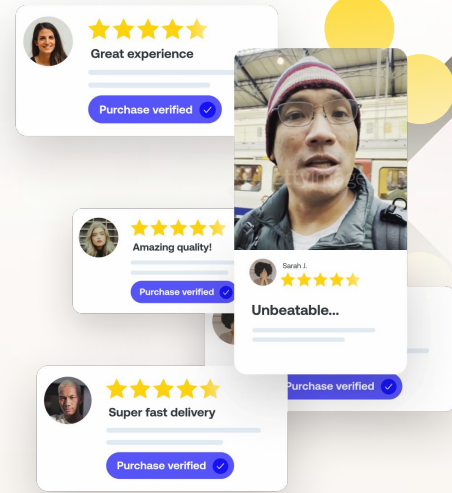


Understand key topics

Regain control over your feedback. Generate specific reports that cut through the noise and focus on the topics that matter most to your customers.

Review snippets

Uncover common keywords and themes used in reviews to enhance product page performance and create more compelling PPC ads.

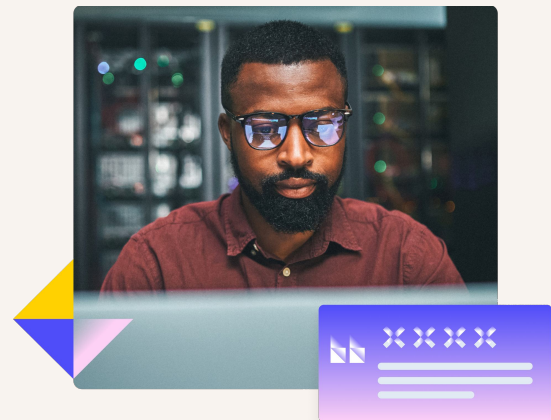


Performance graph

Gain insight into what your customers are expressing about your business. We've categorized feedback topics into one of four quadrants—advertise, focus, monitor, and potential—making it simpler than ever to identify issues within your business and take action.

Automatic sentiment trend analysis

Track how your sentiment score evolves over time as you accumulate more feedback with the convenient sentiment trend chart.



To find out more, contact a consultant

[Book a demo](#)

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