CX Inspector with X-Score: Transform Your Customer Experience Measurement Insights

Uncover insights from verbatim comments with ease using CX Inspector, a customizable and feature-rich text analytics tool that provides topic and sentiment analysis from customer, patient and employee verbatim comments automatically.

- Significantly reduce analysis time and reveal better insights for key business decisions
- Powered by Ascribe's Advanced Natural Language Processing and Artificial Intelligence technology
- Ascribe's fourth generation text analytics tool based on 10 years of commercial text analytic installations

New innovative features include:
- Automatic translation and multi-lingual capability covering the most popular 100 languages
- Drag-and-drop topic grouping capability to create custom taxonomies
- Easy to use ruleset functionalities to customize NLP results for any industry
- Removes personally identifiable information (PII) and cleans comments of profanity
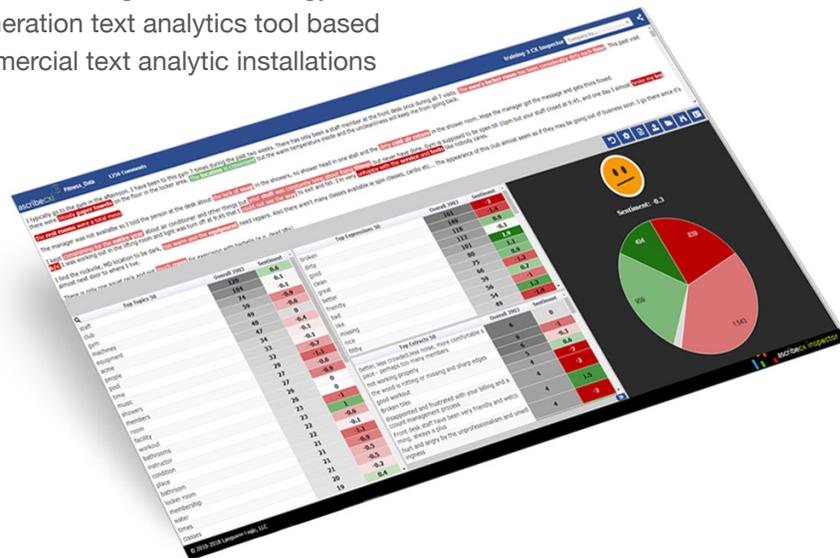
- Integrates unstructured and structured data
- Instant dashboard of key topics and sentiment ratings
- Easily import and export data
- Develop own customized application through our API connector
- Results can be compared across groups and time, to establish benchmarks and trends
- Compatible with Ascribe's Illustrator, a powerful data visualization tool for advanced reporting and dashboard requirements

"Ascribe's CX Inspector is powerful and it expedites the ability to act on the bank's voice of the customer. The ease of use and vast capabilities generate rapid insights unlike any other text analytics tool on the market."
Kellan Williams, Sr. Data Scientist at Huntington Bank, a $100 billion Midwest bank

CX Inspector X-Score measures Customer Satisfaction, and reveals the "Why" behind the score

X-Score™ is a patent pending approach to customer measurement that provides a customer satisfaction score derived from people's authentic, open-ended comments about their experience. X-Score highlights key topics driving satisfaction and dissatisfaction, helping identify the actions needed to improve customer satisfaction quickly and easily.

X-Score measure

X-Score Insights Report
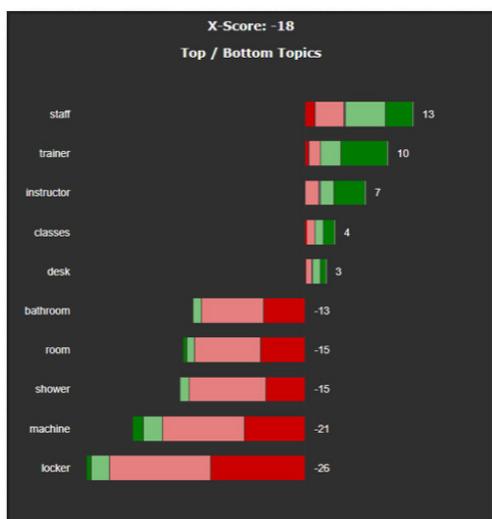
"We are now gaining incredible value out of the verbatim responses, the insights are as useful as the quantitative answers. We can now take action based on the results quickly."
Dr. Silke McCance, Sr. Manager, Global Talent Practice at Procter & Gamble, analyzes over 200,000 responses from their global employee satisfaction survey in dozens of languages.
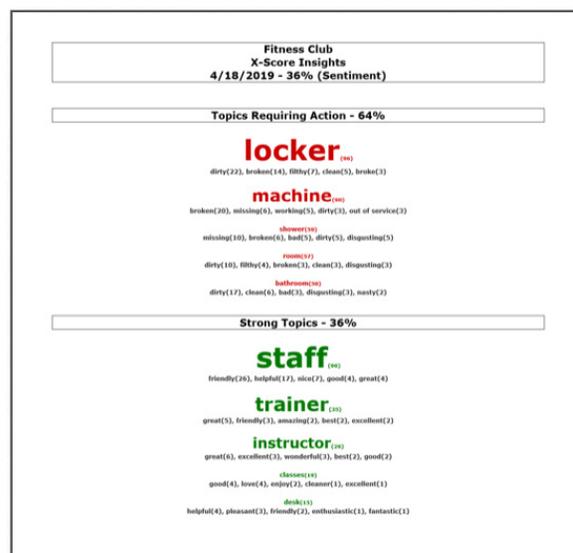
With Ascribe's X-Score, measure experience and the key drivers that will increase satisfaction and loyalty easily.

X-Score:
- Weighs the frequency of mentions in addition to the sentiment of the topic mentioned and scales them to their relative importance
- Measures overall satisfaction on a scale of -100 to +100
- X-Score™ Insights Report is an easy to read summary of the X-Score results, visually summarizing the key positive and negative drivers of overall satisfaction
- Powerful customer satisfaction analysis companion for traditional studies like Net Promoter Score (NPS) and Customer Satisfaction monitors

FOR MORE INFORMATION, CONTACT
sales@goascribe.com
877.241.9112 x55