

Client Voice with Power BI and Cognitive Services

Analyze your client feedback with Cognitive Services and Power BI

Our clients communicate with us using different channels: surveys, phone calls, chat, or email. Analyzing data by reading or listening is not efficient. Cognitive Services is an intelligent API that allows us to do speech analysis, text analytics, topic detection, or sentiment analytics among others.

Cognitive services enable us to understand what our clients are telling us about our products or services. We can also analyze what our clients think about us, or their feedback about how we did it.

Understanding client feedback quickly is key to improve services, reduce support calls, reduce customer churn, or increase the life time value of our clients.

During this assessment, SolidQ will review your current environment, data, and client interactions to provide estimates on cost, timing, value, and next steps.

Assessment cost:

Depending on the complexity, volume, systems or areas covered, this assessment may take longer than the estimated initial day. T&E not included.

Contact Paco Gonzalez, paco@solidq.com for further information.