Keatext

"Keatext

Keatext for support ticket analysis

You're receiving a lot of customer support tickets, and you need to...?

01 Understand the reasons behind customer issues, questions and requests and prioritize actions

02 Monitor agent responses to provide the best customer experience

03 Swiftly and effectively share findings with the team and make an impact on your customer experience

We help you understand customer support tickets and prioritize your efforts in minutes

01 **Find out recurring issues and prioritize efforts**

Uncover issues that keep surfacing and sort them using Keatext's ability to group issues of the same nature.

02 **Find out "what" to improve in your agent responses**

Reading agent responses to ensure the quality of the customer experience doesn't scale. Keatext helps you expedite the task.

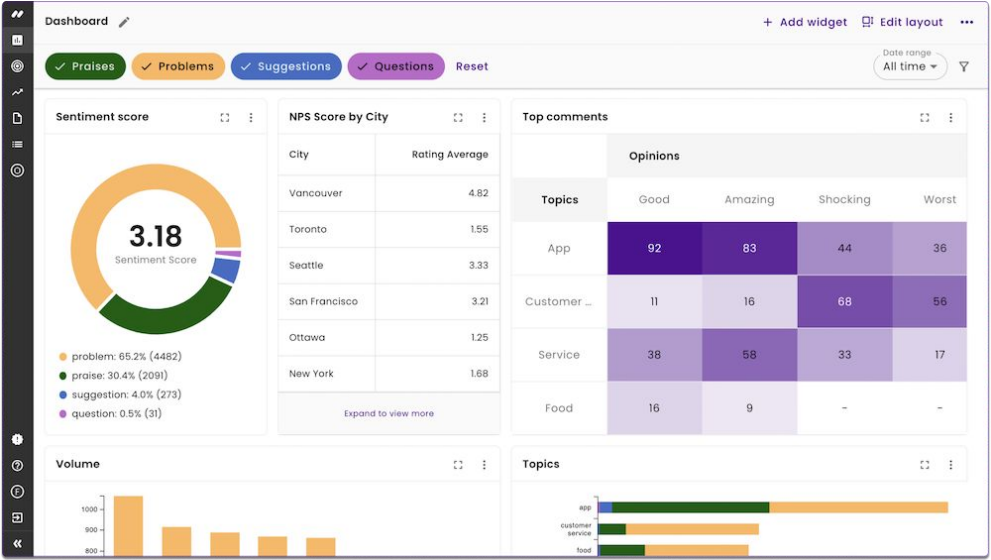**03** **Share your findings across the company easily**

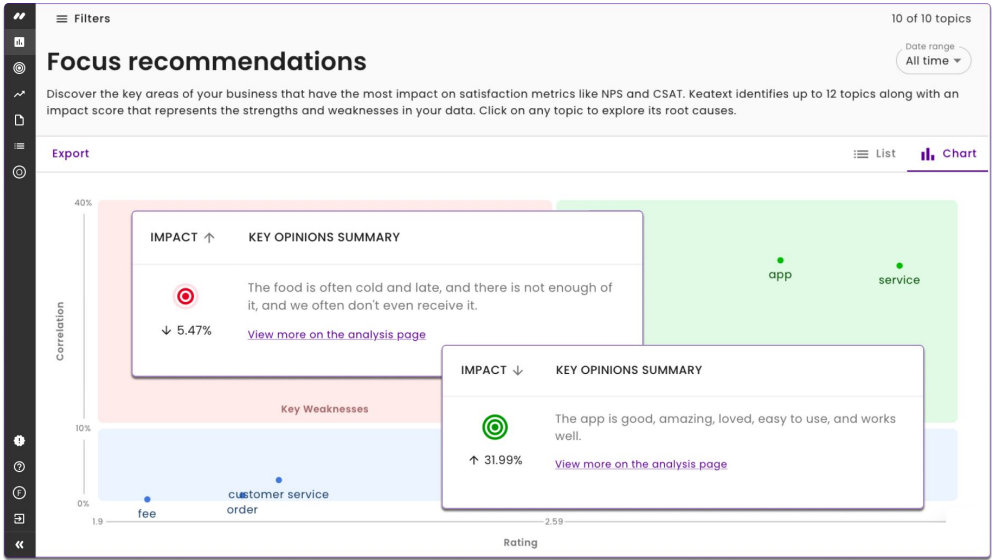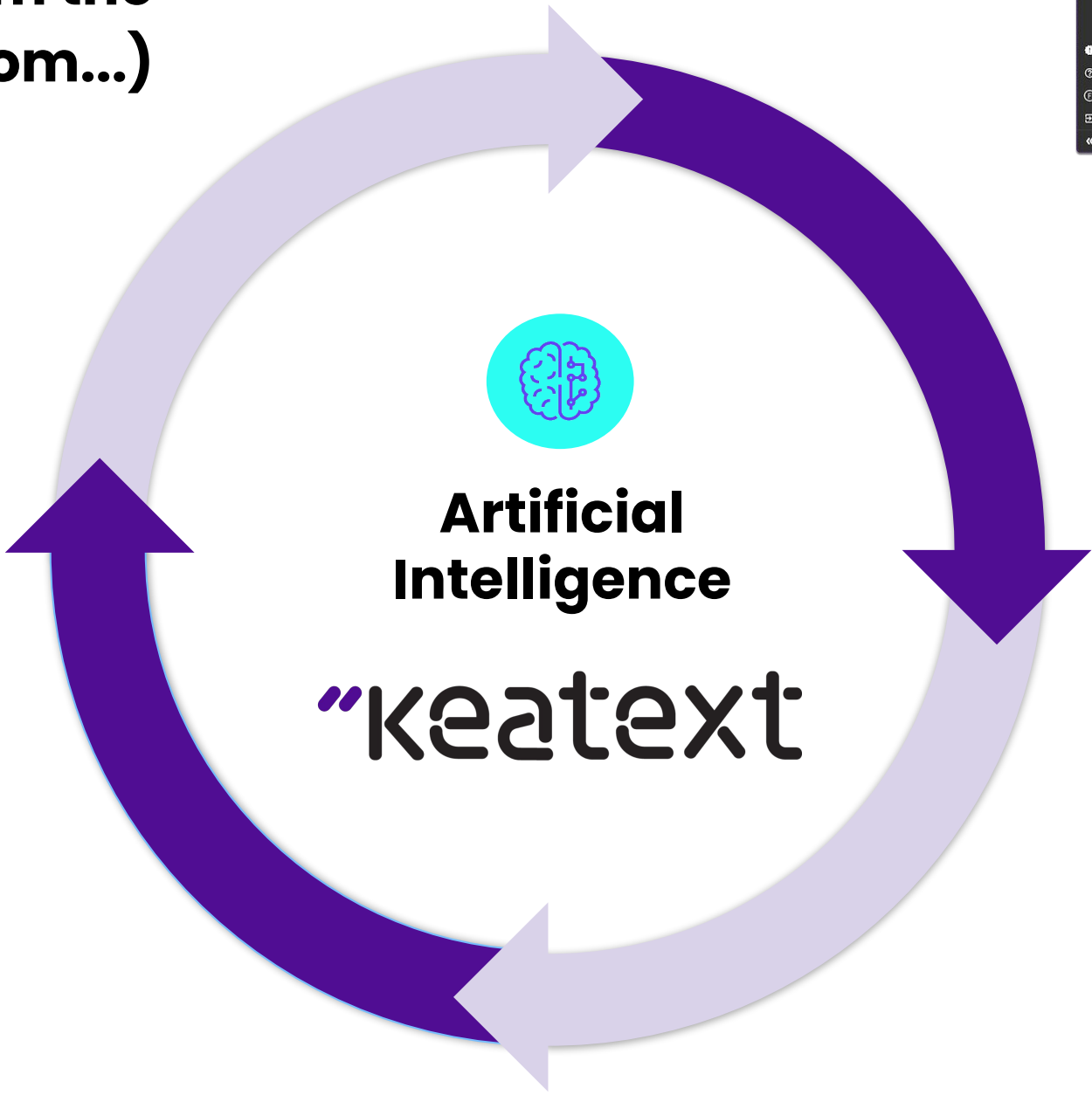Share dashboards to ensure your findings are well communicated across the company.

How it works

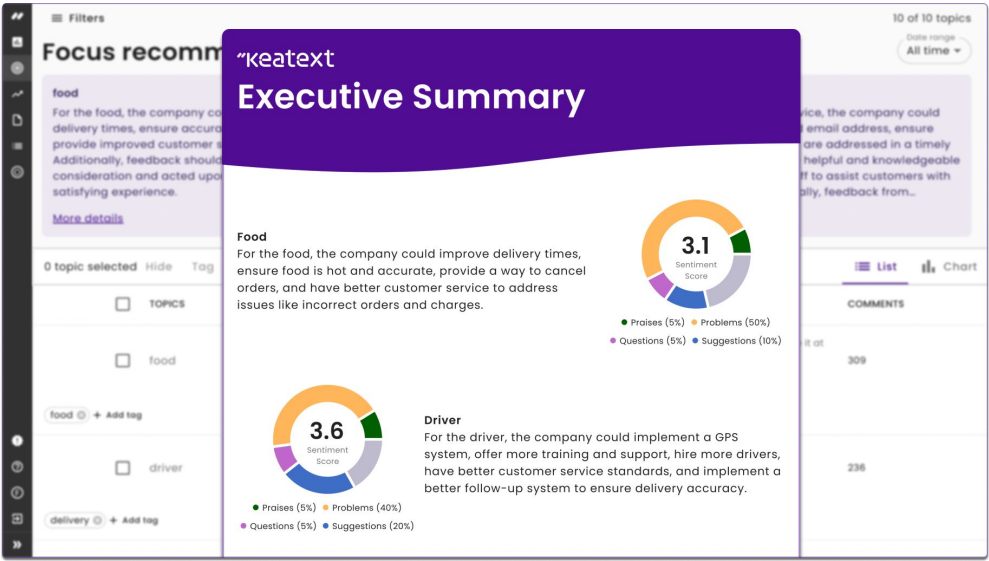DATA COLLECTION from the helpdesk (Zendesk, Intercom...)

GET ACCESS TO CONSOLIDATED FINDINGS

Artificial Intelligence

Keatext

FIND OUT RECURRING ISSUES AND PRIORITIZE ACTIONS

SHARE YOUR FINDINGS WITH REPORTS BACKED BY USER STORIES

Generative AI Capabilities

Keatext captures meaning

Filthy carpets, cracked walls

The **rug** was **stained**

The **carpet** was **grubby**

The **carpet** was **dirty**

Also, the **carpet** looks **gross**

Carpet that looks like it had not been cleaned

The **mat** was **unclean**

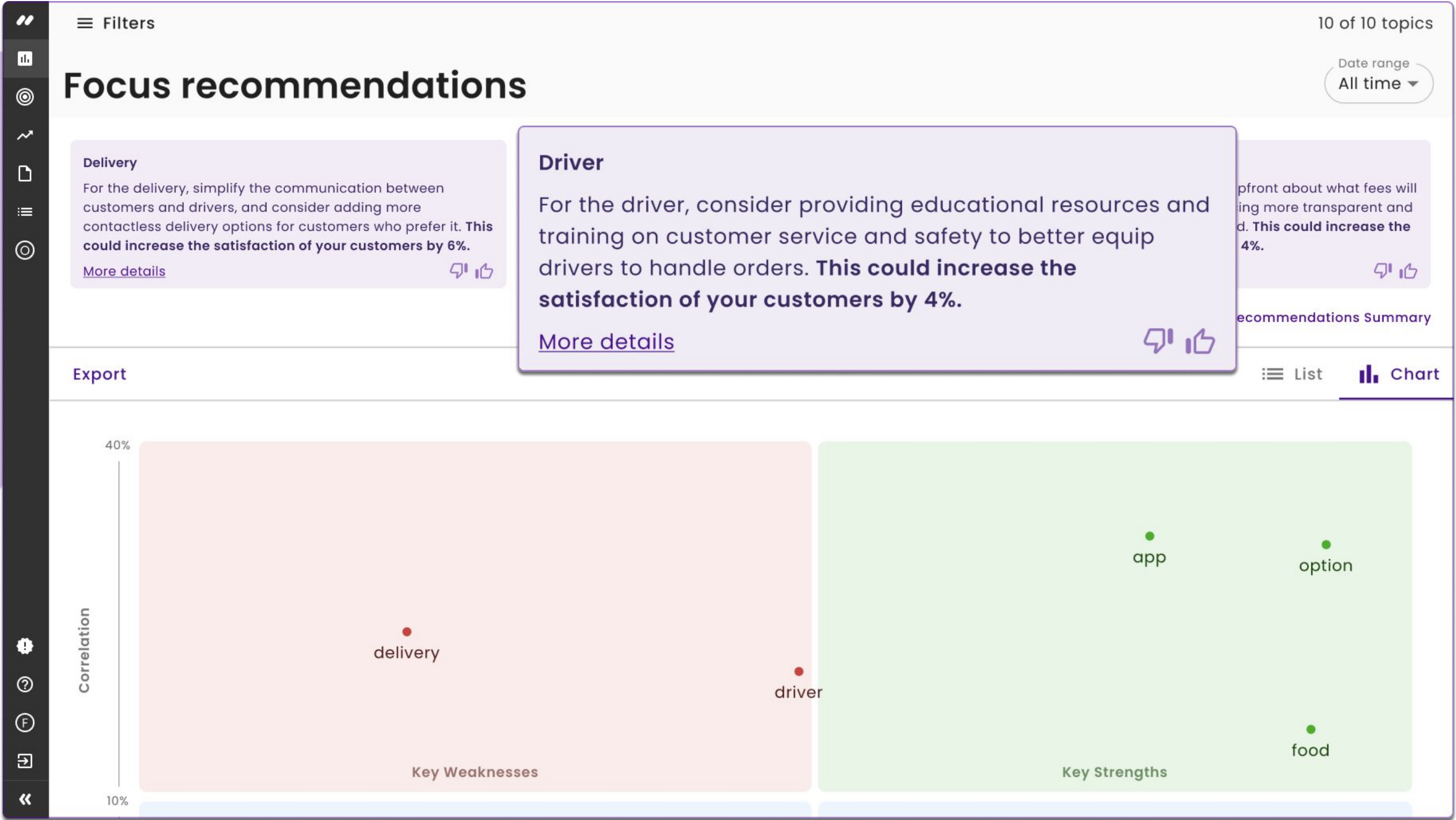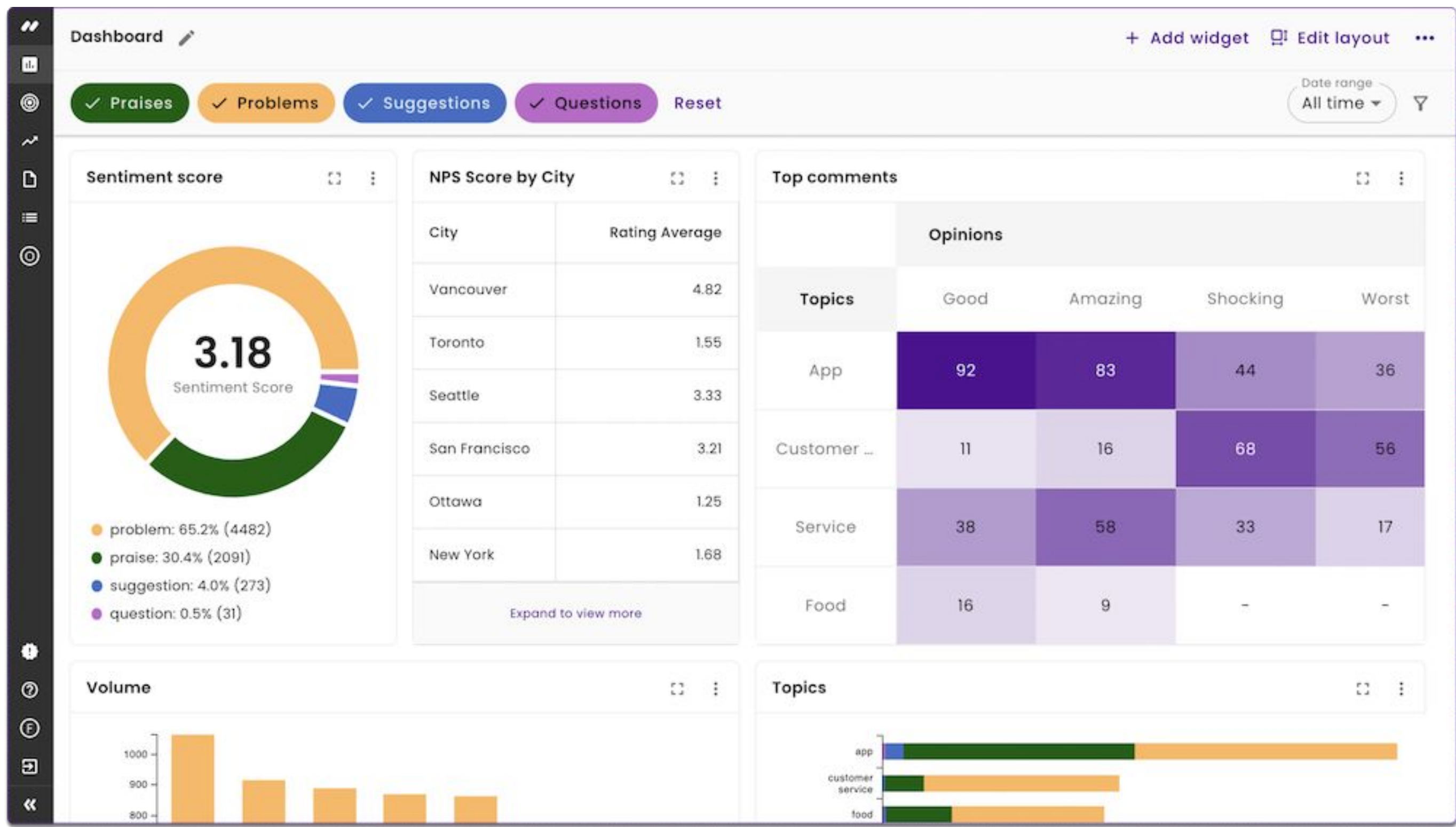# Keatext is based on cutting edge generative AI

Keatext features

Executive Summary Report
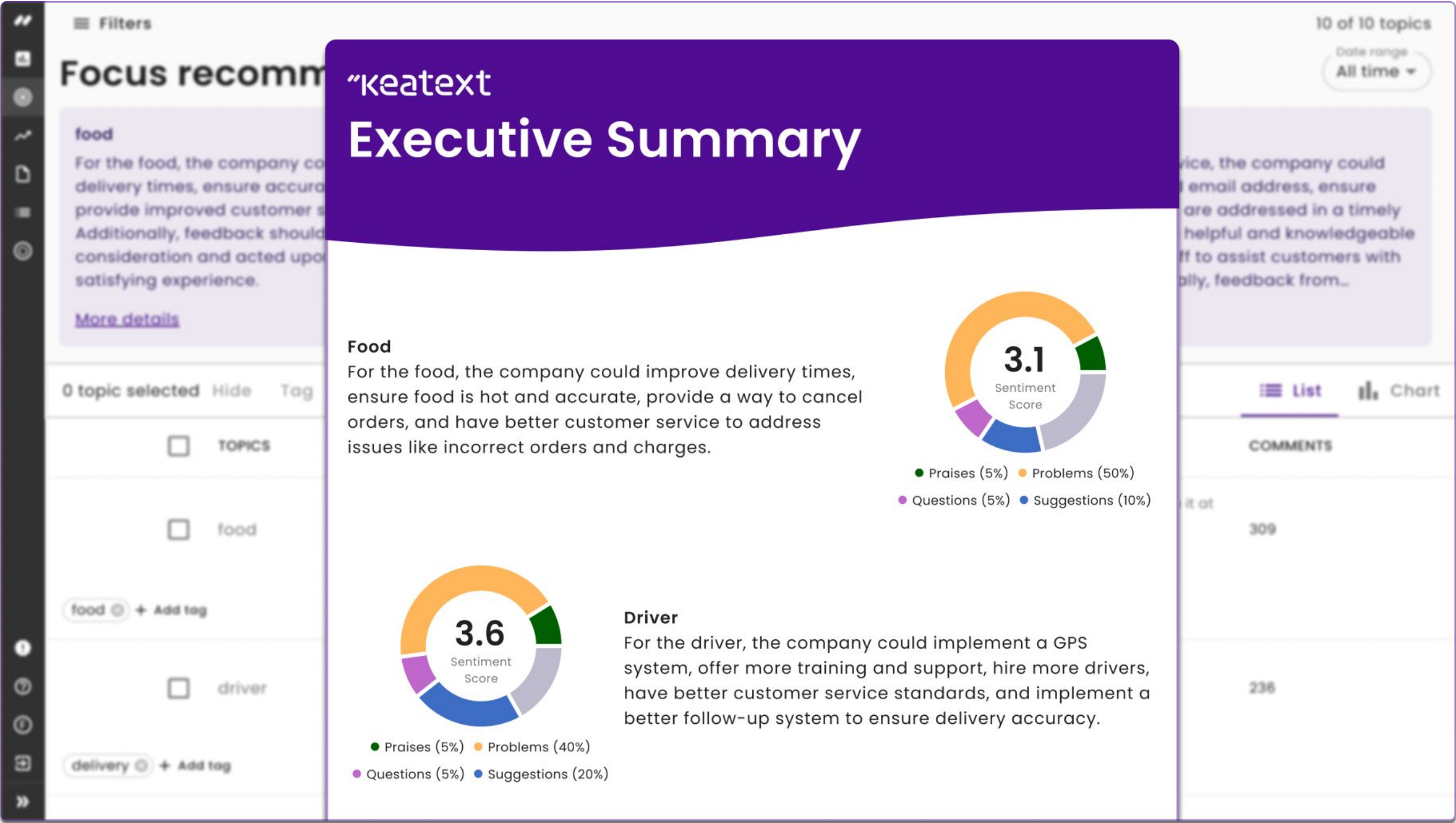
AI-based recommendations

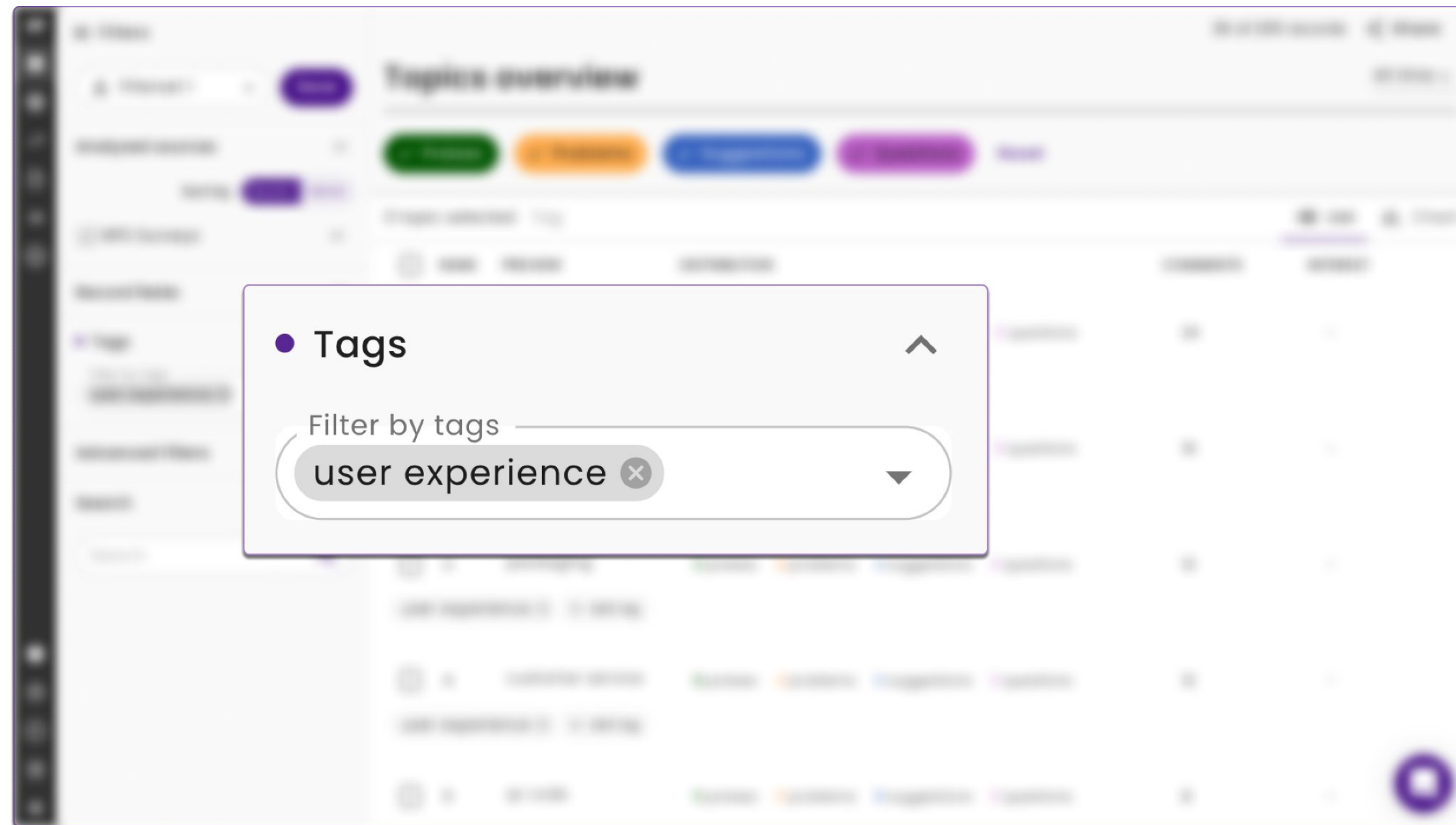# Customizable Dashboards

Granular detection of intentions and sentiments

Dashboard

coffee

🟢 Praises:	136 (66.67%)
🟠 Problems:	60 (29.41%)
🟣 Questions:	0 (0%)
🔵 Suggestions:	8 (3.92%)
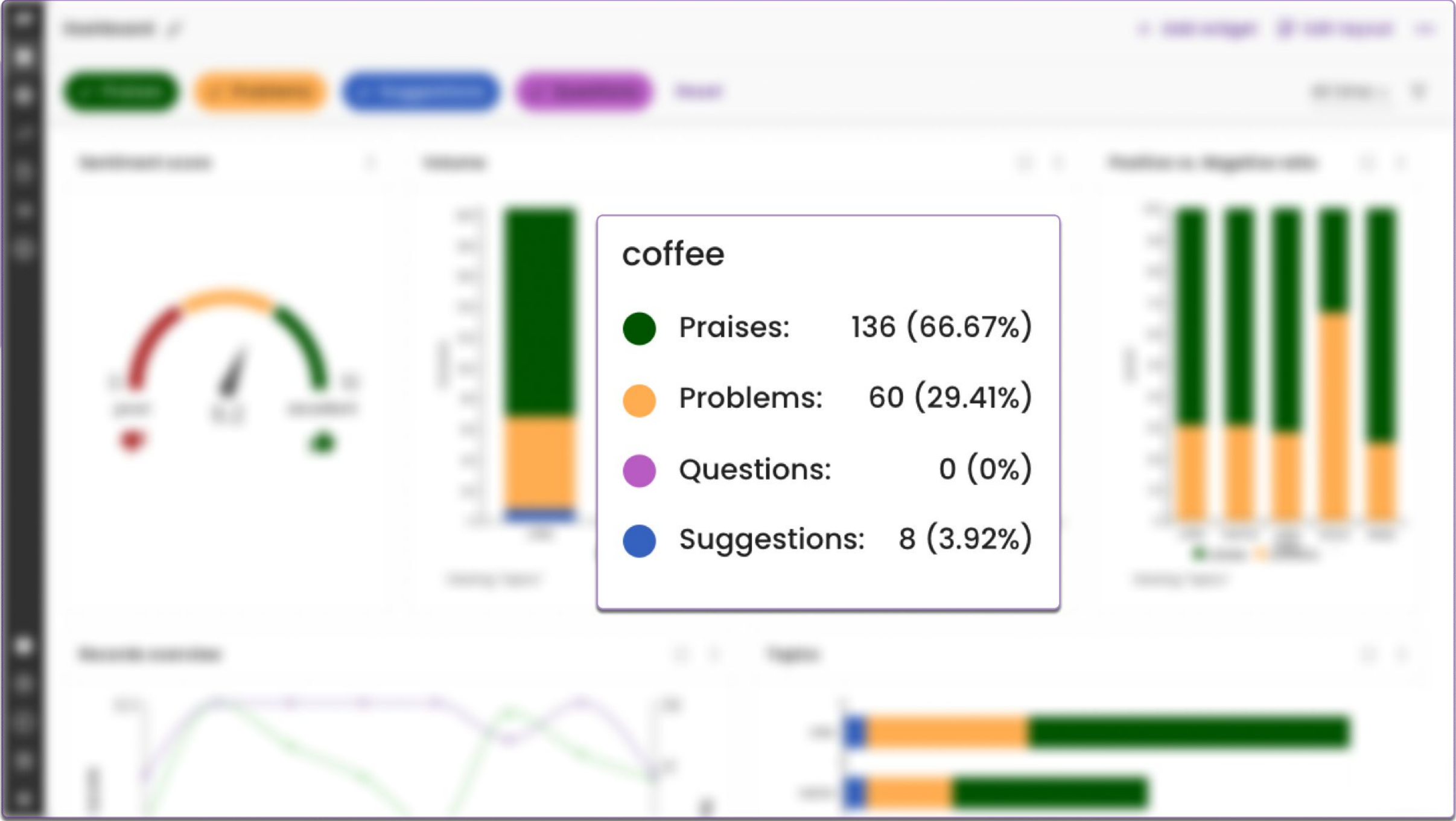
Ongoing tagging, so you don't miss anything

Native connectivity, and more

Sources & Integrations / **Sources**

Sources

Add source

Add integration

Qualtrics

Available as an add-on.
Contact us to enable it

ServiceNow

Available as an add-on.
Contact us to enable it

SurveyMonkey

Available as an add-on.
Contact us to enable it

Zendesk

Available as an add-on.
Contact us to enable it

Alchemer

Available as an add-on.
Contact us to enable it

Trusted by enterprise brands

Read this case study on support tickets