



“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

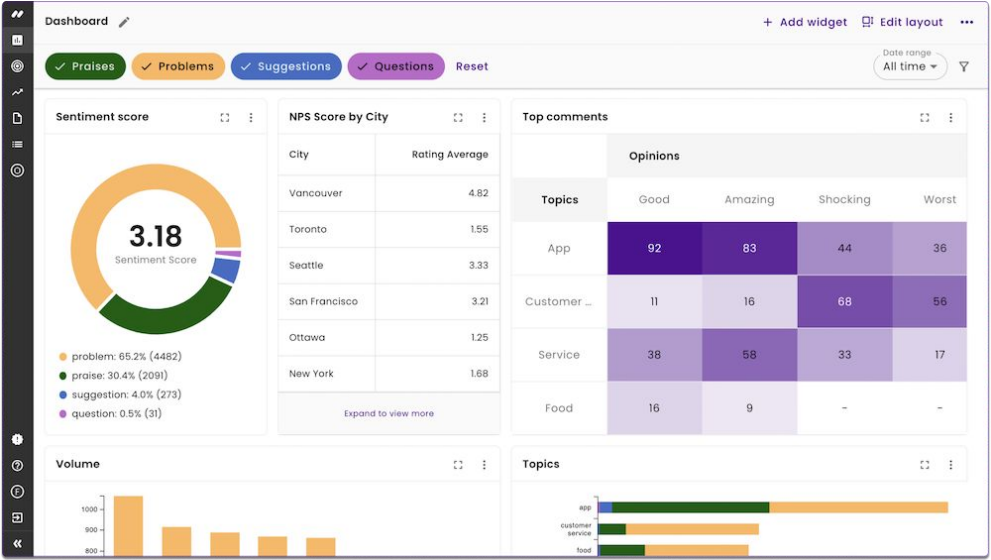
Share dashboards to ensure your findings are well communicated across the company.



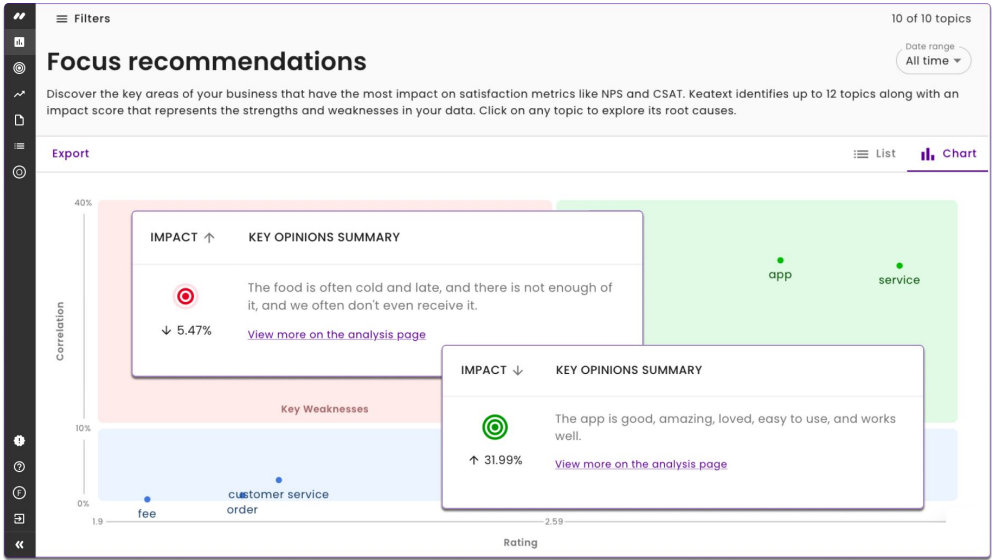
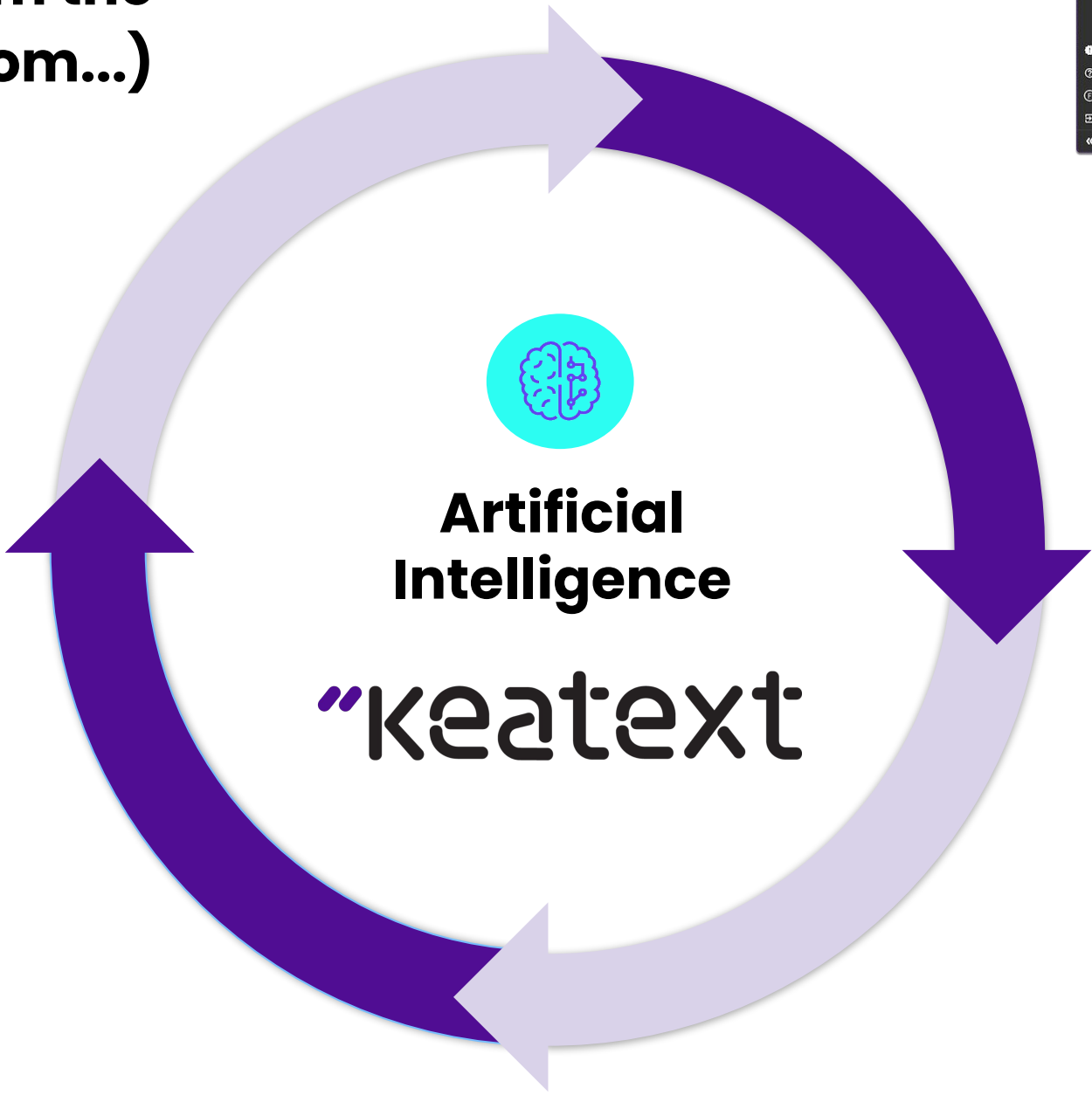
How it works



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

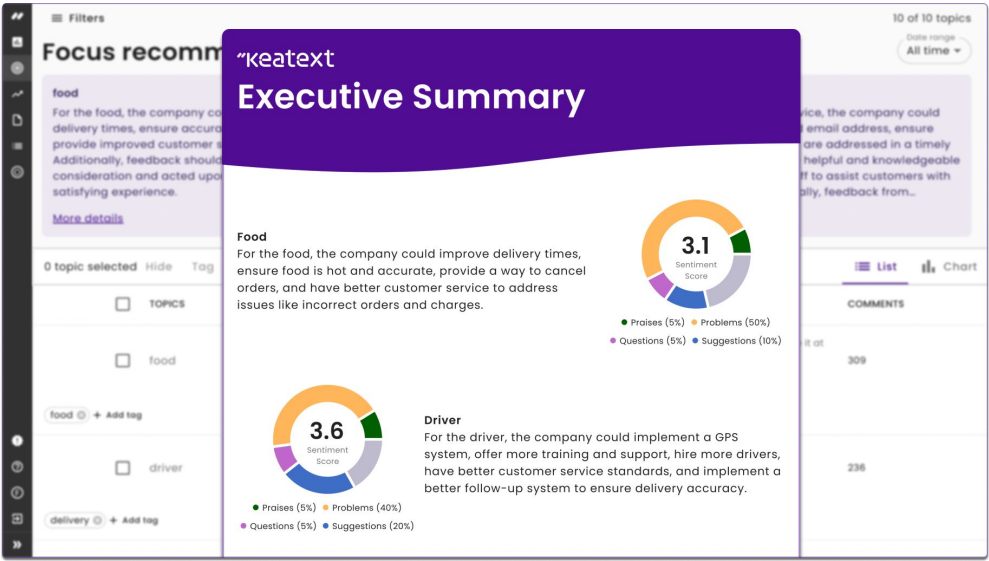


GET ACCESS TO
CONSOLIDATED FINDINGS



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



The screenshot shows the Keatext interface with a list of issues. A callout box highlights items 50-53. The interface includes a top navigation bar with 'ALL ISSUES', 'WATCHLIST', and 'BLACKLIST' tabs, a search bar, and a 'RECORD FILTERS' section. The main table lists issues with checkboxes, IDs, descriptions, status indicators, and record counts.

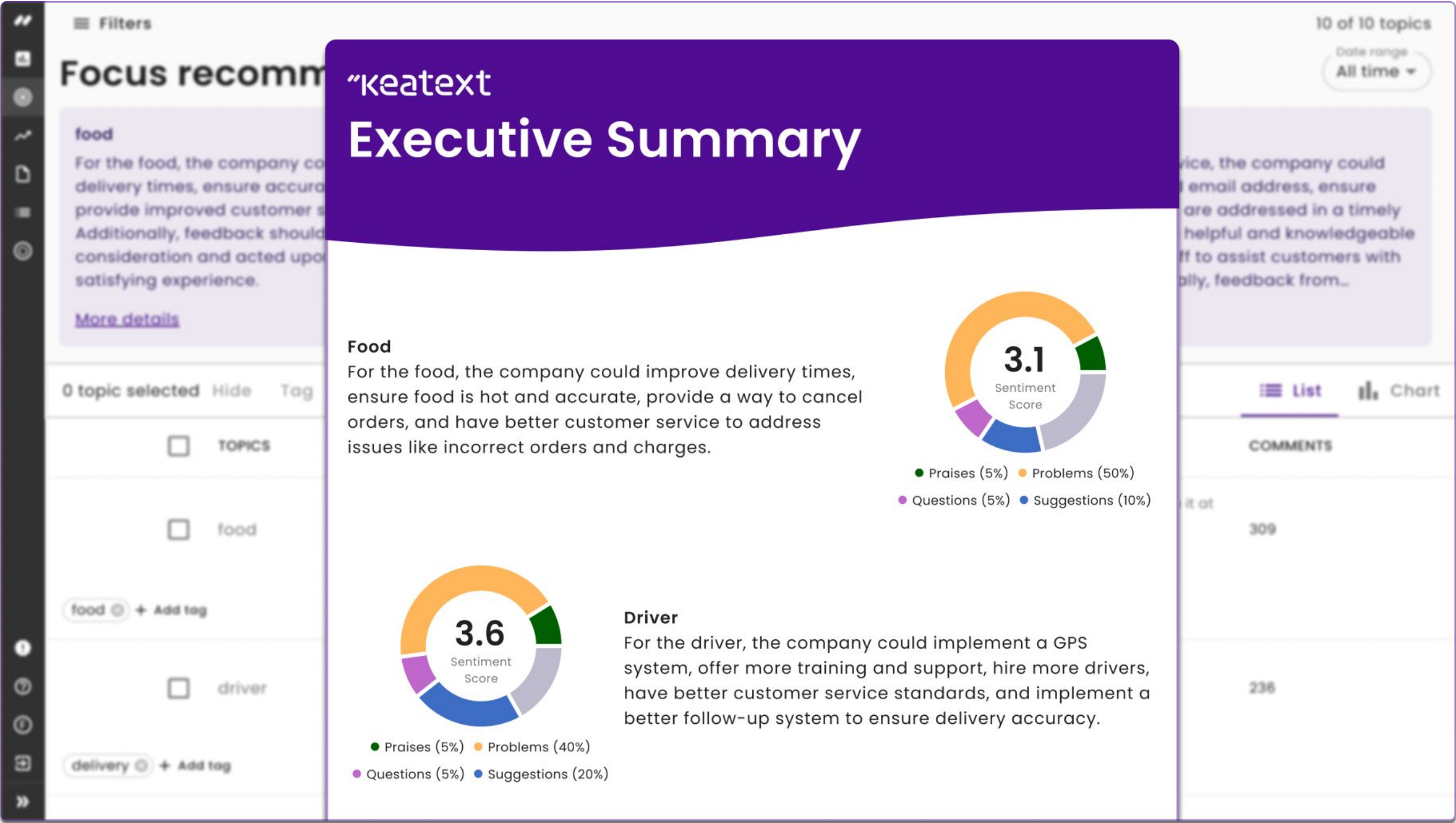
Issue ID	Description	Status	Records
43	the issue is alexa really isn't very useful.	Praises	28 RECORDS
44	this unit is great..	Praises	27 RECORDS
45	i love the size	Praises	26 RECORDS
46	and the speaker is pretty loud	Problems	26 RECORDS
47	i like the "list" option the best.	Praises	26 RECORDS
48	the audio is great!	Praises	26 RECORDS
50	un très bon produit qui m'a réconcilié avec la lecture !	Praises	24 RECORDS
51	also it's a great compact size.	Praises	24 RECORDS
52	original review below:i am so dissapointed!	Problems	24 RECORDS
53	tout este pensé pour avoir une lecture des plus agréable.	Praises	23 RECORDS



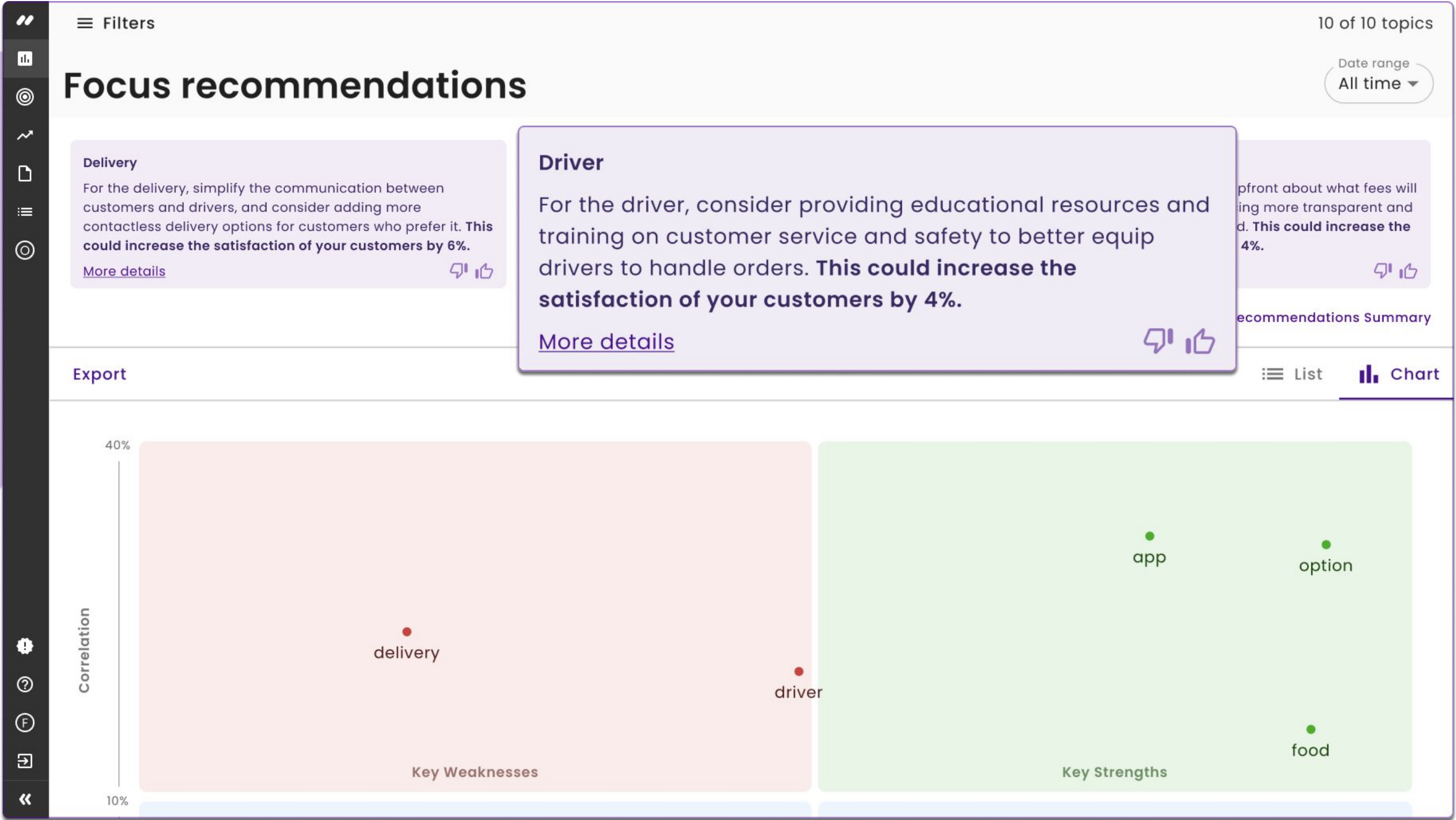
Keatext features



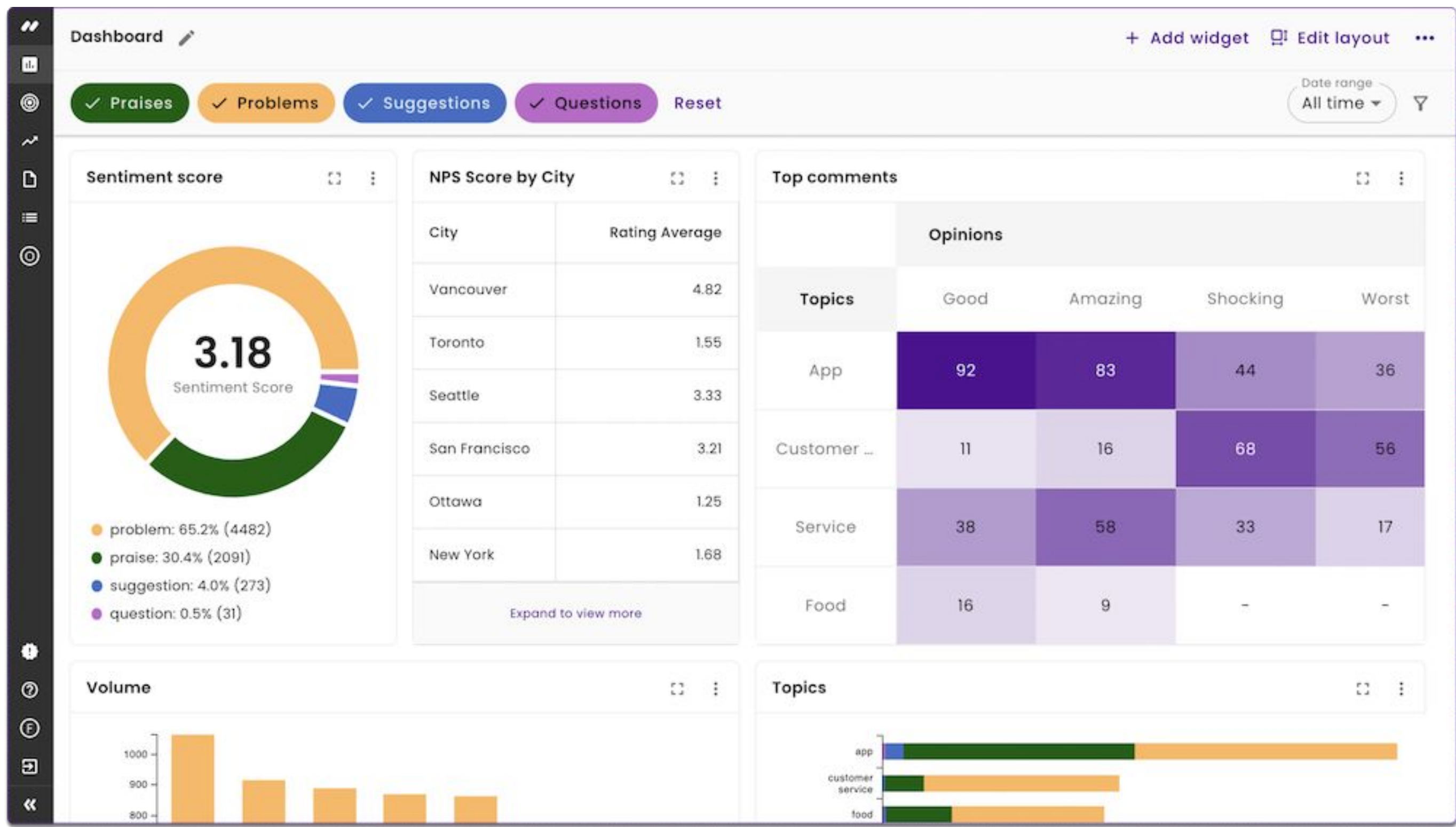
Executive Summary Report



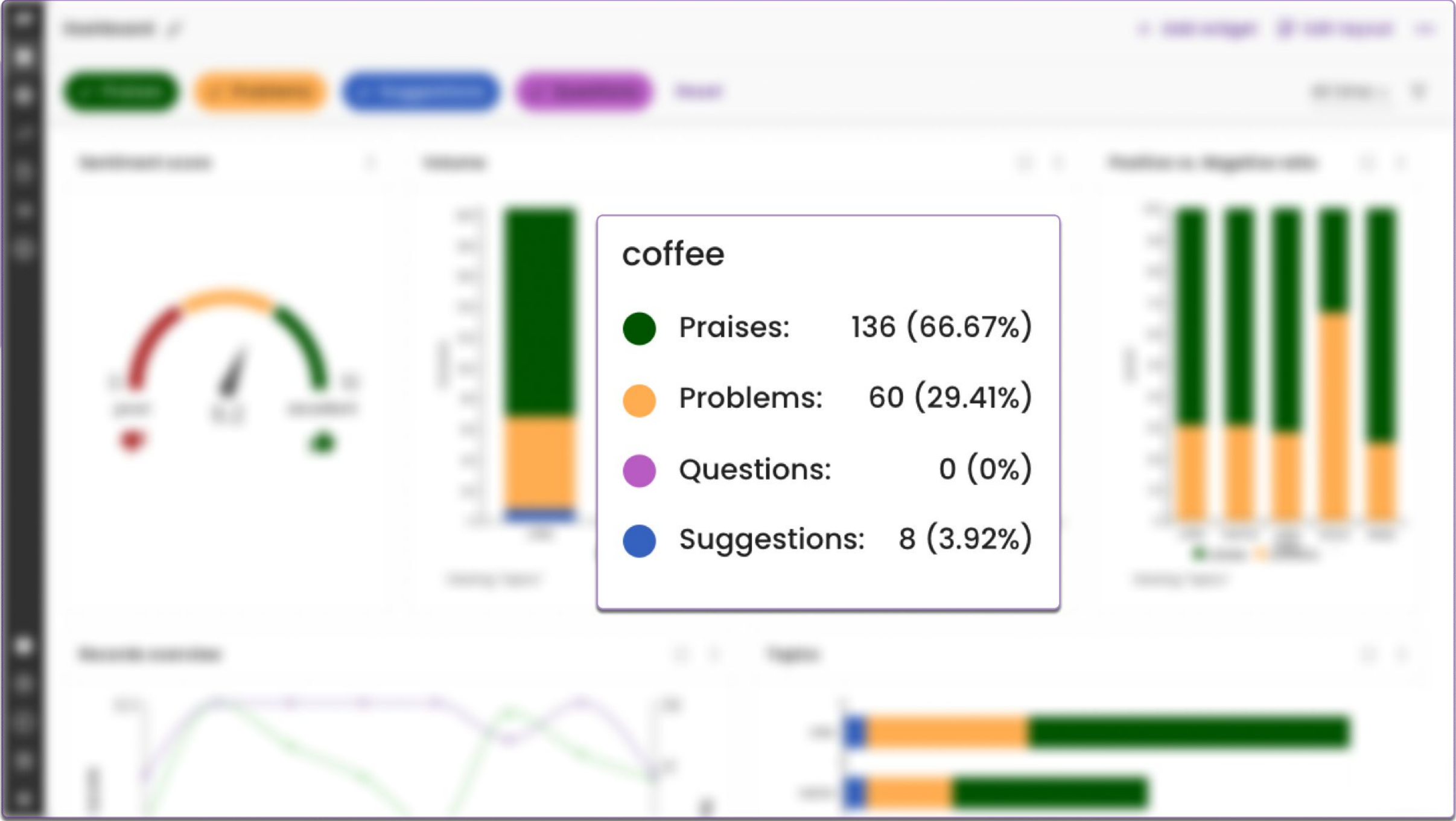
AI-based recommendations



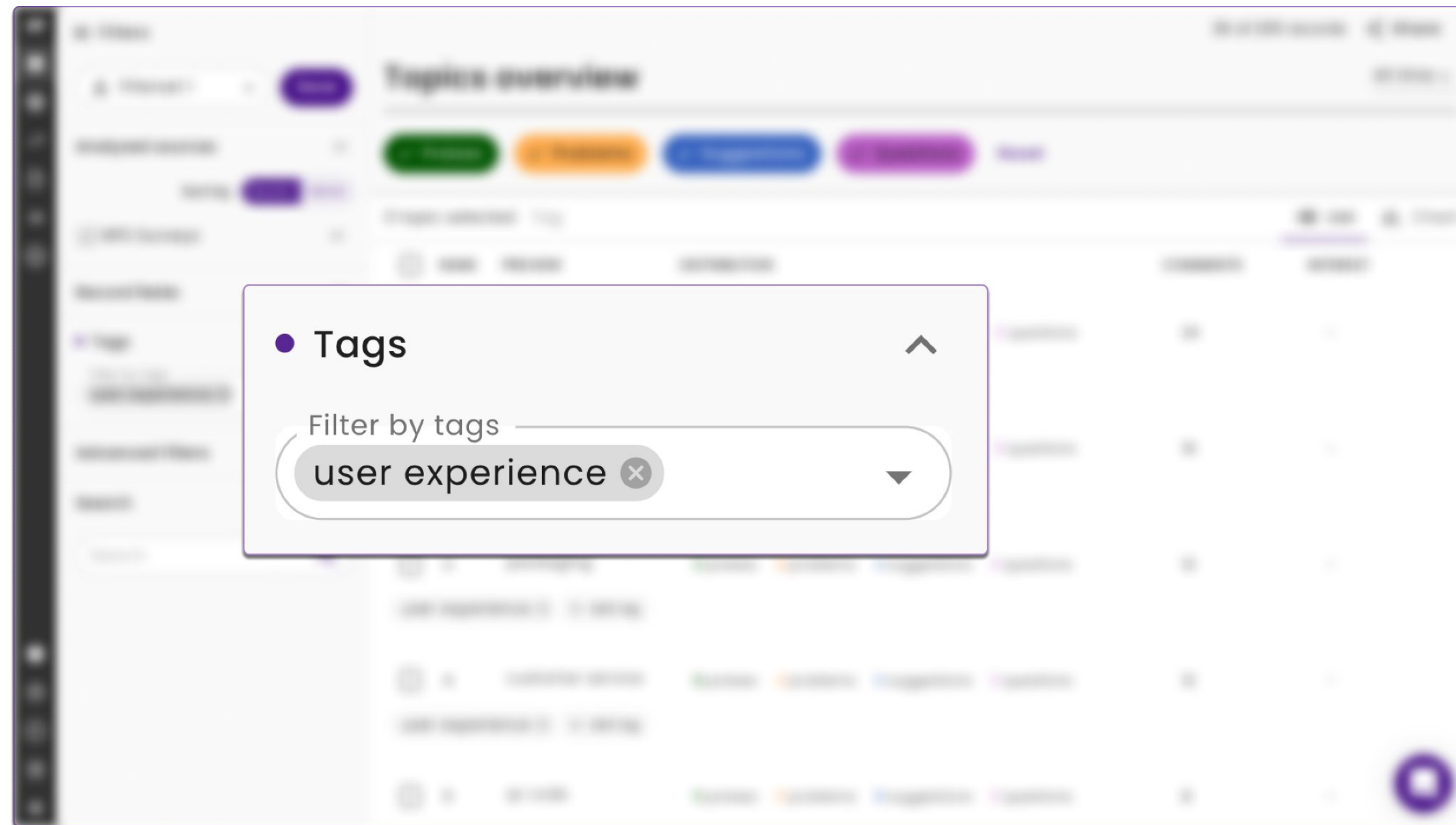
Customizable Dashboards



Granular detection of intentions and sentiments



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



intelcom

intuit.

AMERICAN
EXPRESS

brother.

Lenovo

orangeTM



[Read this case study on support tickets](#)