

Happy
customers
happen here.



® RefleCX

INSPIRED CX

Happy customers happen here.

Standout experiences don't happen by accident. They're created through a mix of strong insights funneled into great interactions delivered by dedicated teams. Power your people with RefleCX, the platform that gets them on your customers' wavelength and keeps them there—so you can convert insights into standout CX.

REACH ANYONE, ANYWHERE SOLUTIONS

Flexible CX Solutions – because one size doesn't fit all.

LITE

RefleCX Lite

A lightweight, self-service, post-engagement survey platform. This version is designed to seamlessly solicit structured and unstructured feedback from customer interactions taking place via chat, voice, or email support. This Lite CX Solution also includes closed loop and baseline reporting.

Get Started

CORE

RefleCX Core

A customer experience solution that's anything but basic. From the full functionality of an enterprise solution to the agility of a lightweight platform, RefleCX Core excels at delivering sentiment analysis of verbatim, unstructured responses to social media monitoring and beyond. An engagement solution that unearths core issues of customer interactions at every touchpoint for proactive resolution.

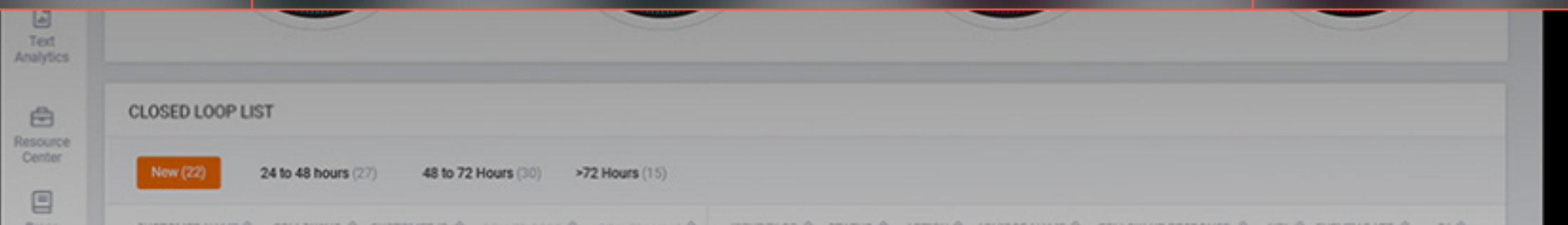
Get Started

ENTERPRISE

RefleCX Enterprise

A full-stack customer experience solution custom-tailored to seamlessly cycle into the customer journey. From sentiment analysis of verbatim, unstructured responses to end-to-end performance reporting and extract, our enterprise solutionists engage and deliver results reducing friction at every touchpoint within customer interactions online or offline.

Get Started



ReflecoX

The word 'ReflecoX' is rendered in a large, bold, black sans-serif font. The letters are filled with various data visualization elements. The 'e' contains a 'Report Generator' interface with a '2' icon. The 'C' features a 'Service' label and a '0/500' progress indicator. The 'X' has a '2/12' indicator and a gauge labeled 'Overall Score (Service)'.

Lite.

The word 'Lite.' is rendered in a large, bold, black sans-serif font. The letters are filled with different textures: the 'L' has a dark carbon fiber pattern, the 'i' has a light wood grain, and the 'e' has a dark wood grain. A small black circle is positioned at the end of the period.

CX SIMPLIFIED

RefleCX Lite.

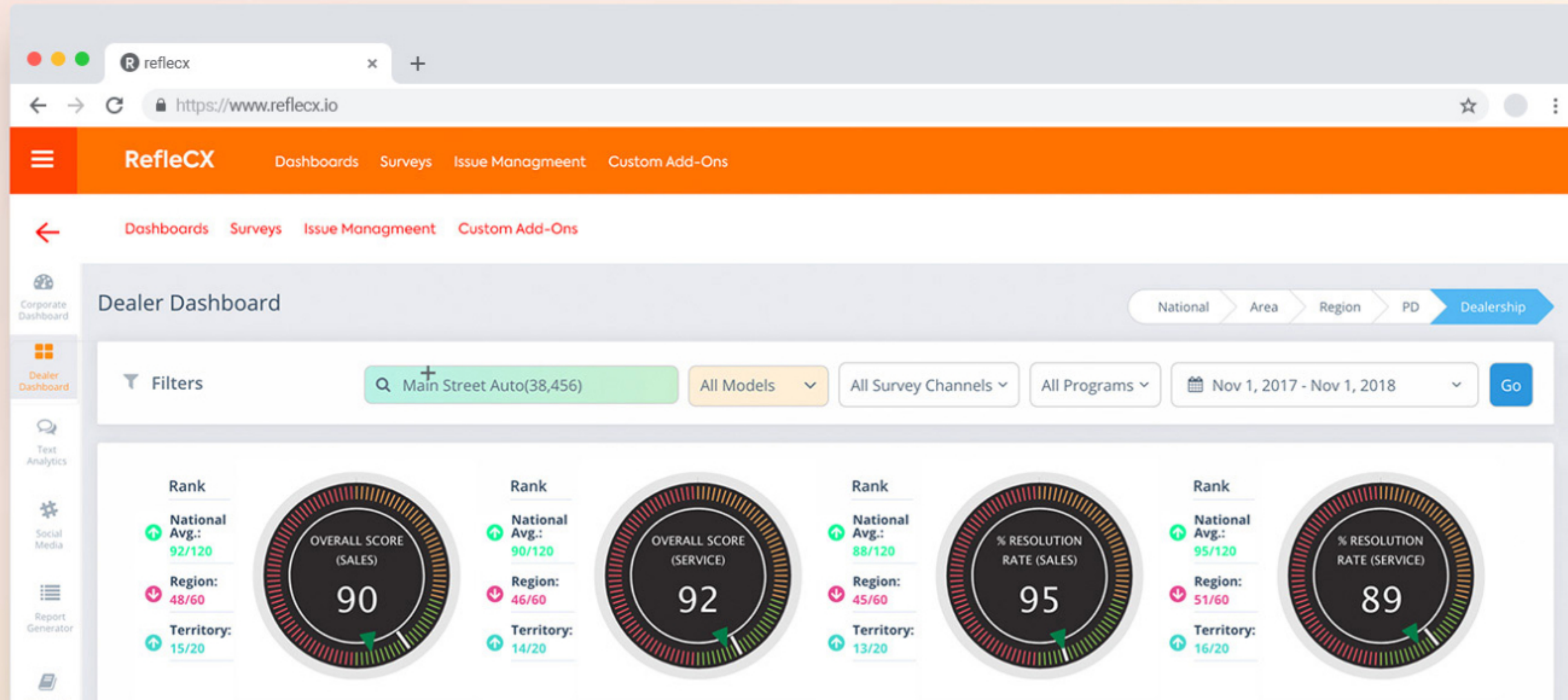
Sometimes getting to know your customers is as simple as a quick check-in. This easy-to-use, self-service platform helps you collect survey feedback after customer interactions via chat, voice or email. You also get access to performance reports that help you stay on top of your goals.



REFLECX LITE

CX Simplified.

- ✓ 5 Star Survey
- ✓ Unlimited Responses
- ✓ Comprehensive, Action-Oriented Dashboard
- ✓ Custom Survey Colors, and URL
- ✓ Real-Time Issue Action & Resolution



5-Star Surveys

Insights change everything.

Every day unsatisfied customers could be costing you business—which means scoring high-quality feedback from them is like striking gold. Customizable 5-Star Surveys from RefleCX get you there quickly and easily, allowing you to dig into valuable insights at every touchpoint.

- ✔ Collect quantitative and qualitative data you can act on right away
- ✔ Gain deeper insights with unlimited responses for broad statistical variables
- ✔ Deliver a unified brand experience through custom colors, logo and URL

The image displays the RefleCX dashboard and a mobile survey interface. The desktop dashboard shows a 4.44 rating based on 23 ratings, a list of reviews, and a 'What Customer Like' section. The mobile interface shows a survey for 'ibex.' with a 5-star rating and a message from John.

Desktop Dashboard:

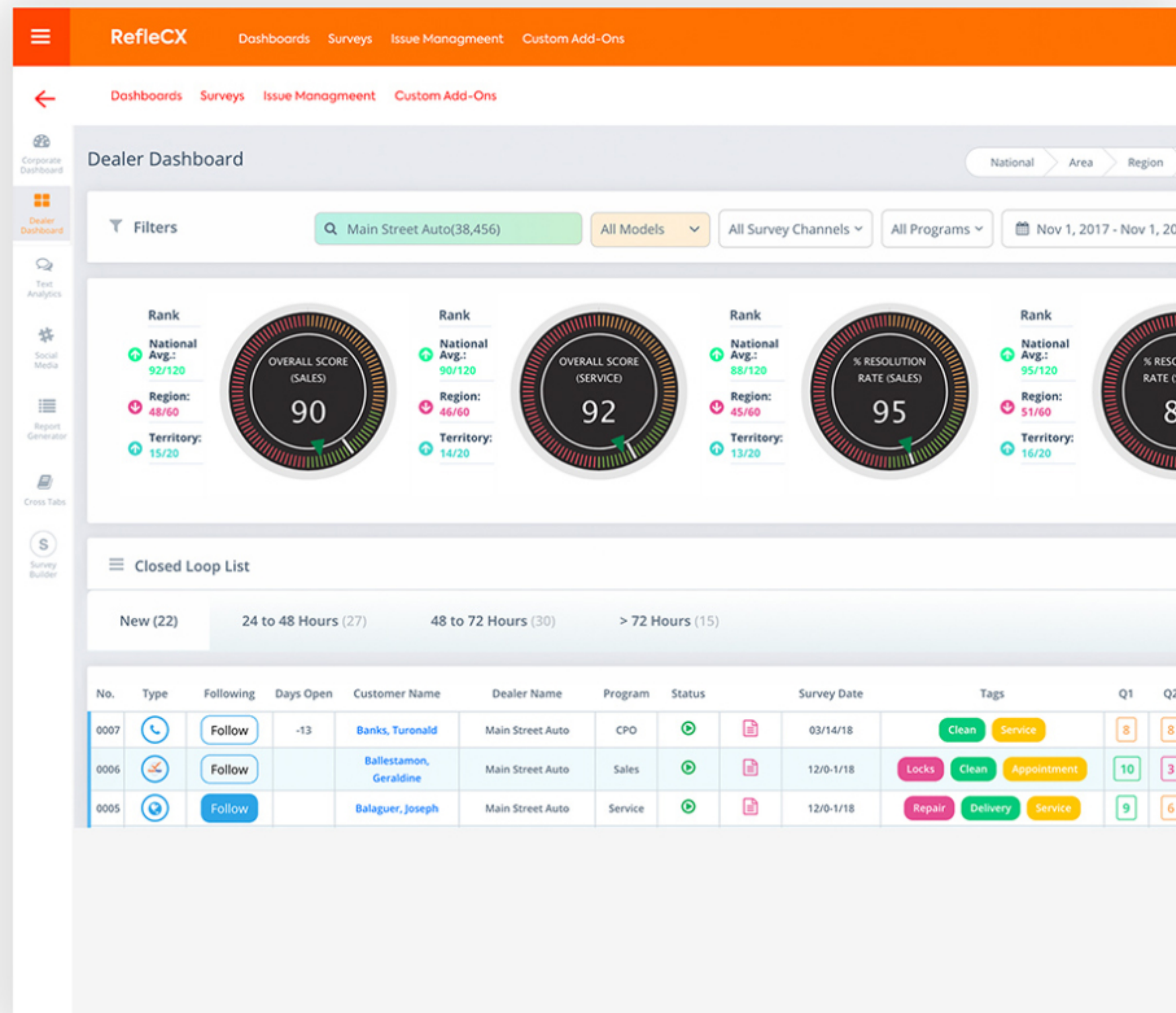
- RefleCX Dashboard
- Customer Feedback: 4.44 based on 23 ratings
- Reviews (18):
 - ★★★★★ Excellent service without... Really pleased with my purchase... similar vehicle I had looked at... pitch and drove away with the... Karl Taylor
 - ★★★★★ Flawless Great experience at the car... manager was very helpful and... and enjoyable one. Competi... Michelle Pole
- 4.44 based on 23 ratings
- 5 Stars: [Progress bar]
- 4 Stars: [Progress bar]
- 3 Stars: [Progress bar]
- 2 Stars: [Progress bar]
- 1 Stars: [Progress bar]
- Load More Reviews
- What Customer Like:
 - 1 Fun Factor 12 Votes
 - 2 Great Value 8 Votes
 - 3 Teachers 3 Votes
- What needs improvement:
 - 1 Value for Money 49 Votes

Comprehensive Dashboards

Get a million-dollar view.

...at a fraction of the price. Comprehensive RefleCX Dashboards give you the full picture, funneling vital campaign metrics to the right people, so they can understand interactions, identify trends and take quick action. Equip your team with the tools to wow customers, while our powerful deep-learning platform gets to work automating real-time responses and resolutions.

- ✓ Intuitive Dashboards for key metrics by user type
- ✓ Empower your people to resolve issues right away
- ✓ Speed response, analysis and resolution times with automated actions



Real-Time Issue Action & Resolution

Fast remedies to the rescue.

Turning bad days upside down. It's what good CX is all about. And it's what your team does every time they deliver a fast, effective fix for your customers. With real-time alerts, coaching and recommendations for resolving incoming issues, you can make sure they knock it out of the park every time.

- ✔ Track high-priority KPIs with automated alerts
- ✔ Customize and escalate notifications based on keywords, KPI's and more
- ✔ Boost performance through real-time coaching



Performance Reporting

Transform how you perform.

When your data works harder, you can work smarter. With RefleCX reporting extracts, you get a snapshot of customer engagement that helps you stay on top of KPIs and analyze every touchpoint. Access performance trends, sentiment analysis, verbatim feedback and recommended resolutions—and prepare to take your interactions to the next level.

- ✔ Track survey progress with alerts for new, in-progress and closed surveys
- ✔ Analyze overall sentiment of verbatim comments
- ✔ Drill deeper into reporting based on departments, divisions, brands and more



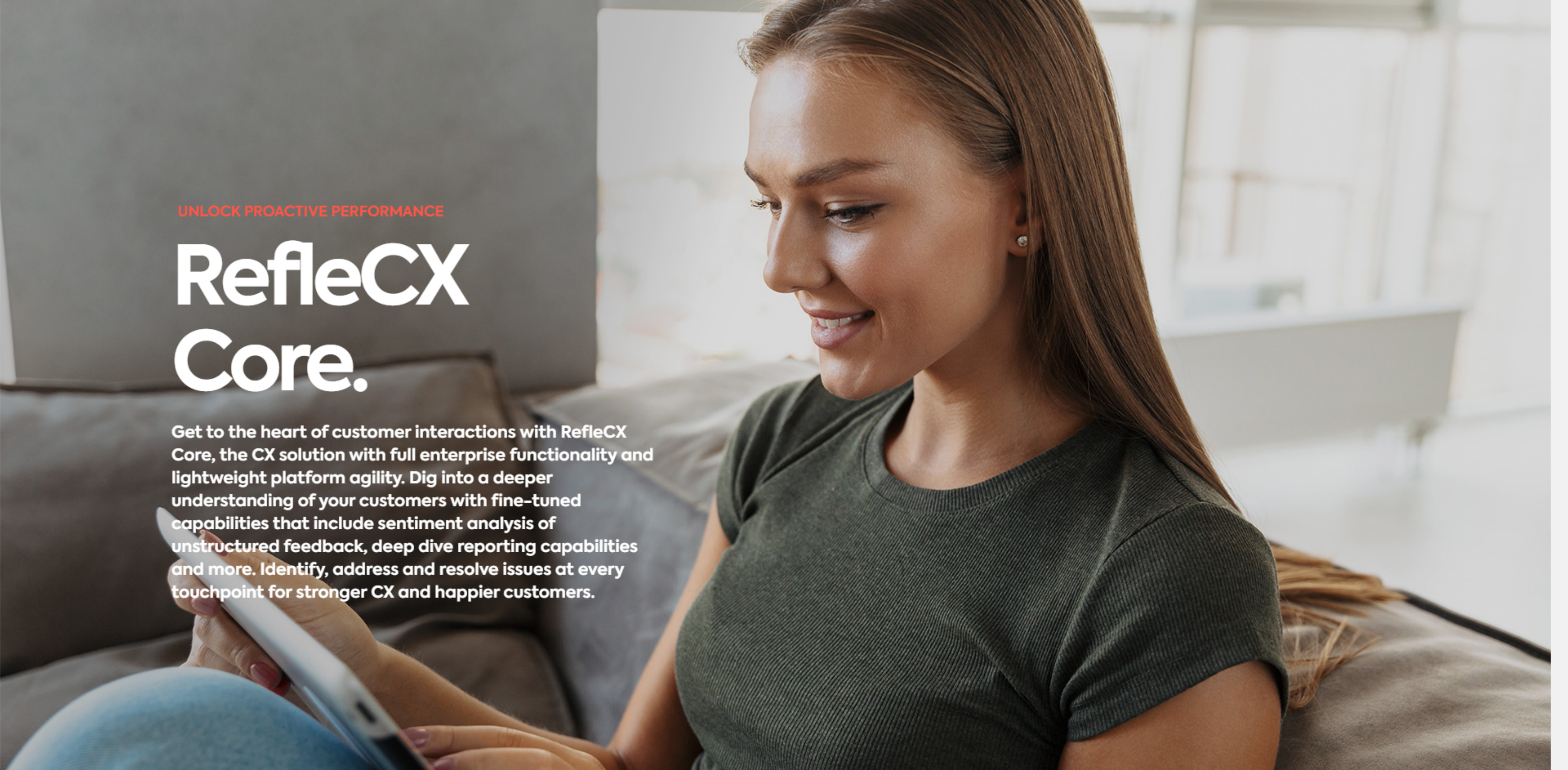
RefleCX

Core.

UNLOCK PROACTIVE PERFORMANCE

RefleCX Core.

Get to the heart of customer interactions with RefleCX Core, the CX solution with full enterprise functionality and lightweight platform agility. Dig into a deeper understanding of your customers with fine-tuned capabilities that include sentiment analysis of unstructured feedback, deep dive reporting capabilities and more. Identify, address and resolve issues at every touchpoint for stronger CX and happier customers.



REFLECX CORE

Unlock Proactive Performance.

- ✓ Multi-Modal, Mobile-ready CX Surveys
- ✓ Performance Reporting & Extracts
- ✓ Real-Time Issue Action & Resolution
- ✓ Custom Survey colors, and URL
- ✓ Self Service Survey Builder
- ✓ Unlimited Responses
- ✓ Unlimited Questions
- ✓ Comprehensive, Action-Oriented Dashboard
- ✓ Brand Logo Upload
- ✓ 25 Question Types



Multimodal Surveys

In-the-moment insights.

RefleCX enables you to send branded, customized surveys to any customer. A lightweight post-engagement survey platform that triggers a quick SMS or Email experience survey after any chat, voice, or email support interaction.

- ✓ Engage customers with easy to use surveys in every channel
- ✓ Gain deeper insights and increase your sample size with unlimited questions and responses

The collage consists of five overlapping screenshots:

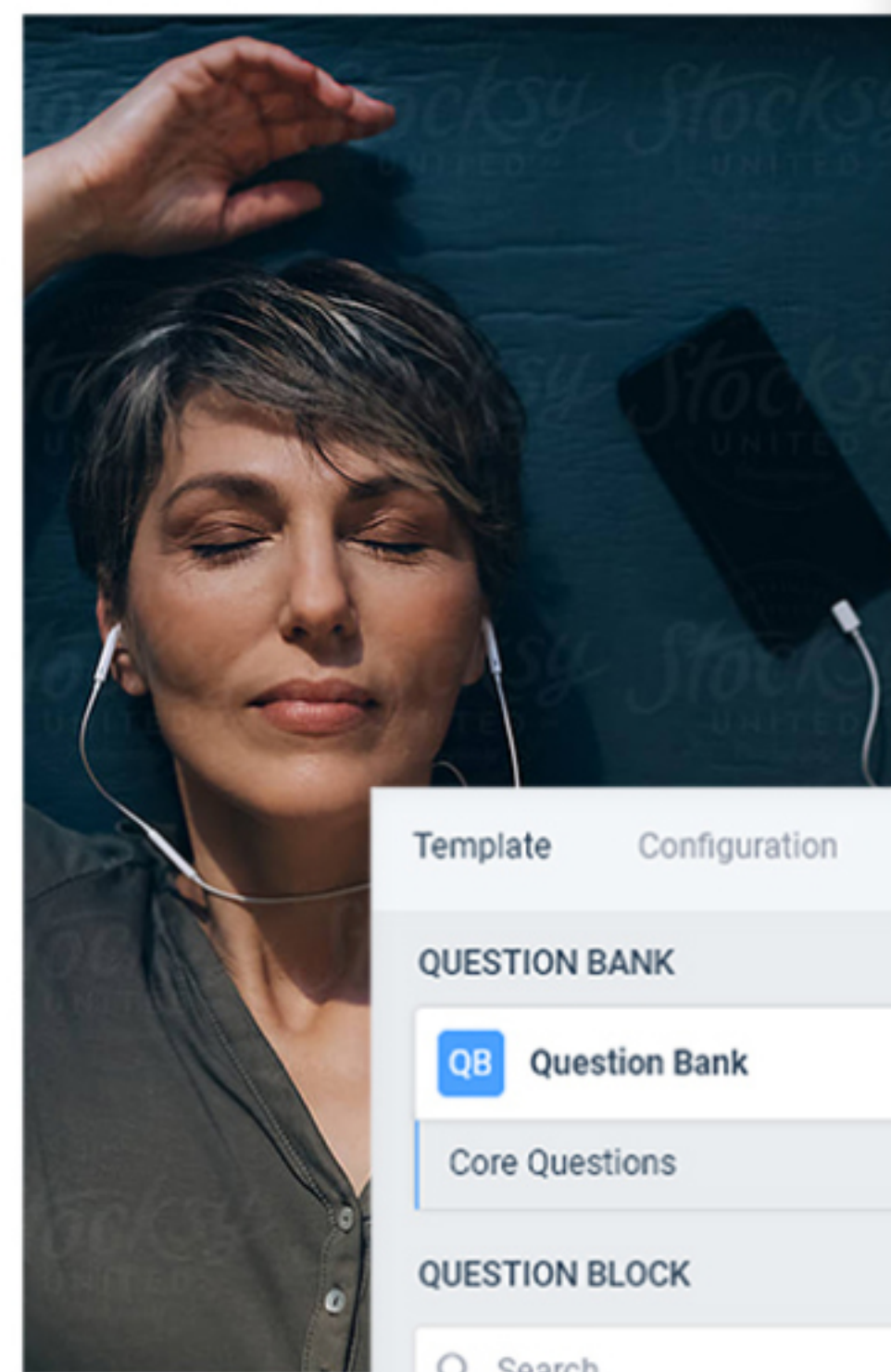
- Survey Form:** A form titled "What issue(s) did you experience? Mark all that apply." with four checkboxes: "The finance staff was too pushy in trying to sell me additional products", "Staff attempted to add items to my paperwork that I did not agree to", "I had to return to the dealership to fix a problem with the paperwork", and "Other" (which is checked).
- RefleCX Survey:** A survey question: "The dealership had difficulty providing a straight answer when I asked, 'At what price will you sell me the vehicle?'" with radio buttons for "Yes" (selected) and "No". Below it, another question: "My Sales Consultant had full authority to finalize the price and terms with me" with radio buttons for "Yes" (selected) and "No".
- RefleCX Logo and Car:** The RefleCX logo in blue text above a white sedan car.
- Rating Scale:** A question: "Please rate your experience using the dealership website (appearance, ease of navigation, ease of viewing inventory, variety of inventory, ease of contacting dealership)." with a horizontal scale from 1 to 10. The number 4 is highlighted in blue. Below the scale is an "Average" label and an "ADD COMMENT" button.
- Financial Chart:** A chart for "NASDAQ Global Select Market" showing "APPL.OQ" at "208.87 USD" with a green upward arrow and "1.34 (0.65%)". The chart shows a line graph with a volume bar at the bottom. Below the chart is an "INFORMATION" table with "Previous close" at 150.34 and "Open" at 149.89.
- Bluetooth pairing Survey:** A question: "Bluetooth pairing" with four checkboxes: "Dealership staff demonstrated the feature only", "Dealership staff had me operate the feature", "The feature was not reviewed", and "Did not want/need a review of the feature".

Survey Builder

The beauty of being heard.

From surveys to invitations to thank-you pages, build eye-catching engagements effortlessly—all from one easy-to-use platform. Stay agile with fluid surveys you can update and optimize as business needs shift, customizing from 25 field-tested, results-driven question types. Showcase your company's deep customer focus by creating a look and feel that uses your logo, colors and custom URL.

- ✔ Iterate, optimize, add and remove questions as your needs change
- ✔ 25 customizable question types, multiple choice, rating scales and more
- ✔ Deliver a unified brand experience through custom logo, colors and URL



A screenshot of the Reflex.io Survey Builder web application. The browser address bar shows 'https://www.reflex.io'. The interface includes a navigation bar with 'Data Sources', 'Survey', 'Responses', and 'Insights'. Below this is a sub-navigation bar with 'Configuration', 'Designer', 'Template Editor', and 'Distribution'. The main workspace is divided into several panels: a 'LOGIC' panel on the left for configuring skip logic (e.g., 'IF', 'OR', 'then skip to'), a 'QUESTION BANK' panel with a search bar and a list of components like 'Question Bank', 'Core Questions', 'Survey Header', 'Survey Footer', and 'Input'; and a main design area on the right showing a survey question: 'Q1. Please select the most influential reason you purchased your model over other models?'. This question is configured as a 'MULTIPLE SELECT' type with 4 choices and a 'TYPE ANSWERE' section for 'Q2. Please tell us more.' and a 'RATING SCALE' section for 'Q3. I will recommend [RETAILER] to a friend c...'. The design area also shows a 'Comment Box' and a 'Display, if Page 1 - Question 1 - Option 0 is Selected' condition.

Comprehensive Dashboards

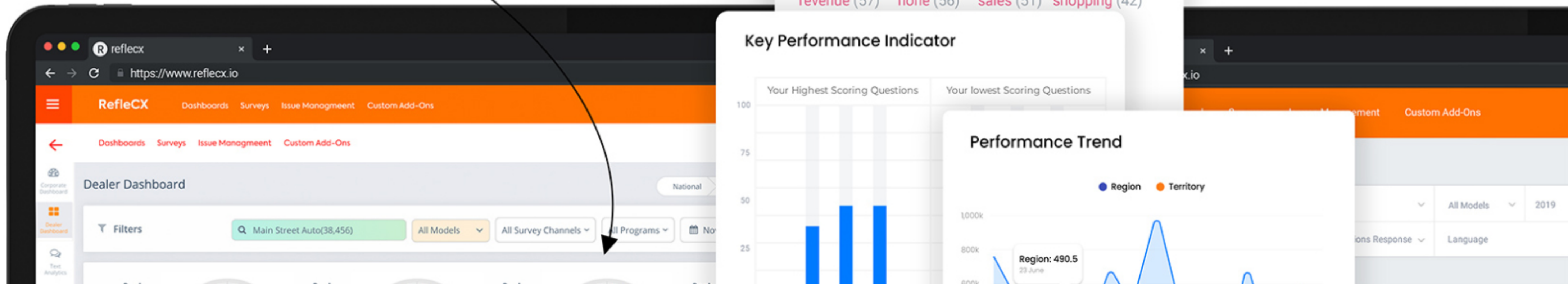
Satisfaction in view.

Engaging customers is like walking a tightrope—making sure each one feels heard while keeping an eye on the big picture. With RefleCX Core Dashboards, you get a streamlined, 360-degree view of results, engagement and changes to critical metrics. Best of all, everyone's view is unique with customized dashboards based on roles and levels. Enable collaboration while keeping sensitive data restricted, so everyone has exactly what they need to crush their goals—no more, no less.

- ✓ Stay on top of critical metrics, such as NPS, CES and CSAT
- ✓ Modify each employee's dashboard to fit their role, level and information needs

✓ *Configure KPI's*

✓ *Escalate Situations*

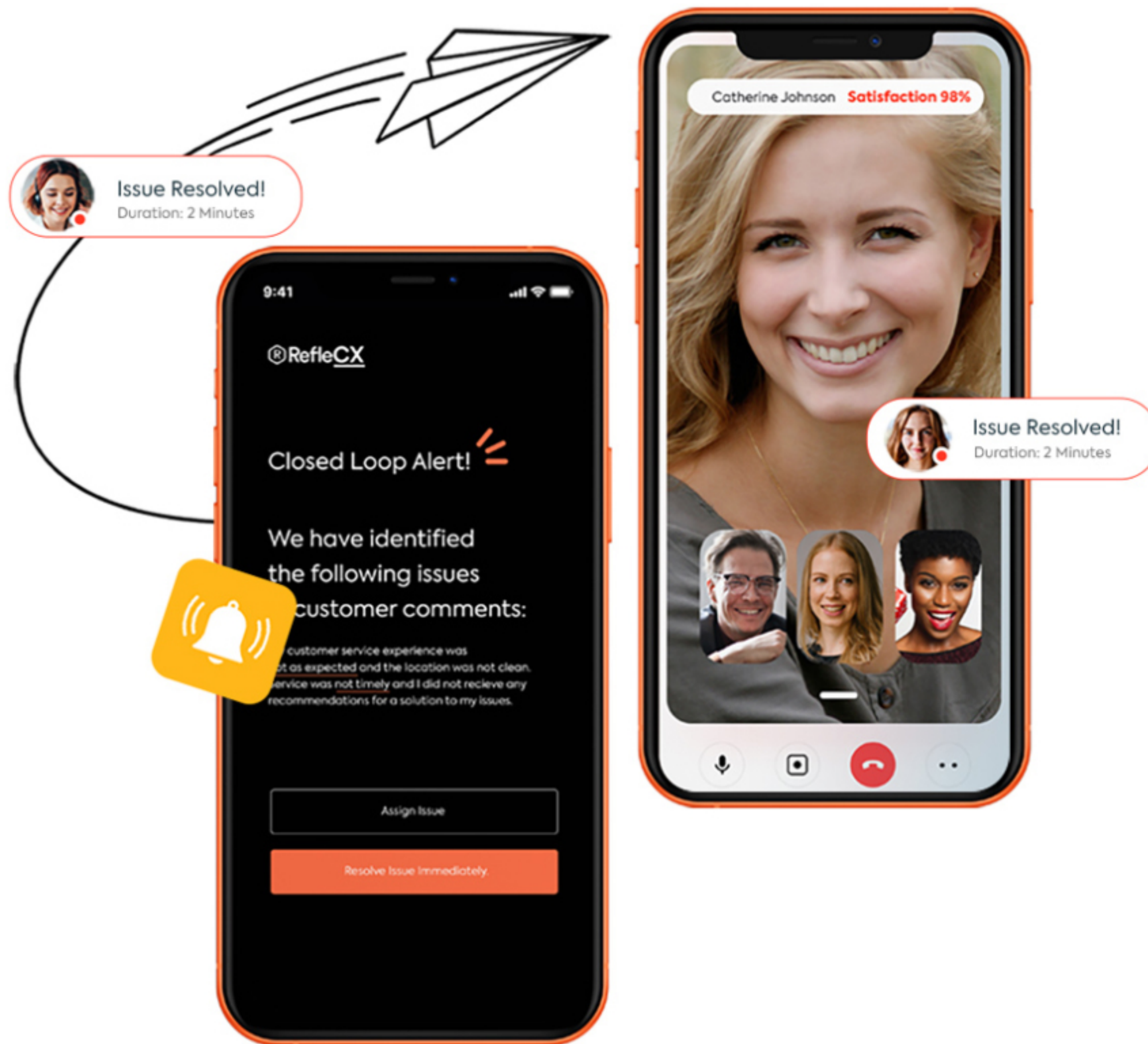


Real-Time Issue Action & Resolution

Speed to smiling customers.

For your customers, good CX is fast CX. RefleCX Core gives you the tools to act upon and resolve incoming issues in real time so you can quickly turn negative experiences into positive ones. Receive up-to-the-minute notifications connected to critical KPIs and customized to your survey data. With automatic escalations, recommended actions and coaching in real time, your team will send them away smiling faster than ever before.

- ✔ Stay on top of critical KPIs with automatic escalated alerts based on negative responses
- ✔ Tailor real-time notifications according to keywords, responses, overall survey scores and more
- ✔ Get recommended actions and coaching to resolve the issue



Performance Reporting

Awareness keeps you razor-sharp.

Keep customers—and your performance—top-of-mind by regularly checking in on how your team is doing. With RefleCX Core performance reporting, you can easily audit customer engagement campaigns and track critical KPIs across every touchpoint. Track the status of your campaigns, monitor customer sentiment, review verbatim feedback, take recommended actions and dive deeper into granular insights that help you step up your game.

- ✔ Analyze performance trends over time (daily, weekly, monthly)
- ✔ Perform sentiment analysis with keyword data reports and review verbatim comments
- ✔ Get deeper insights specific to departments, divisions and brands



RefleCX
Enterprise.



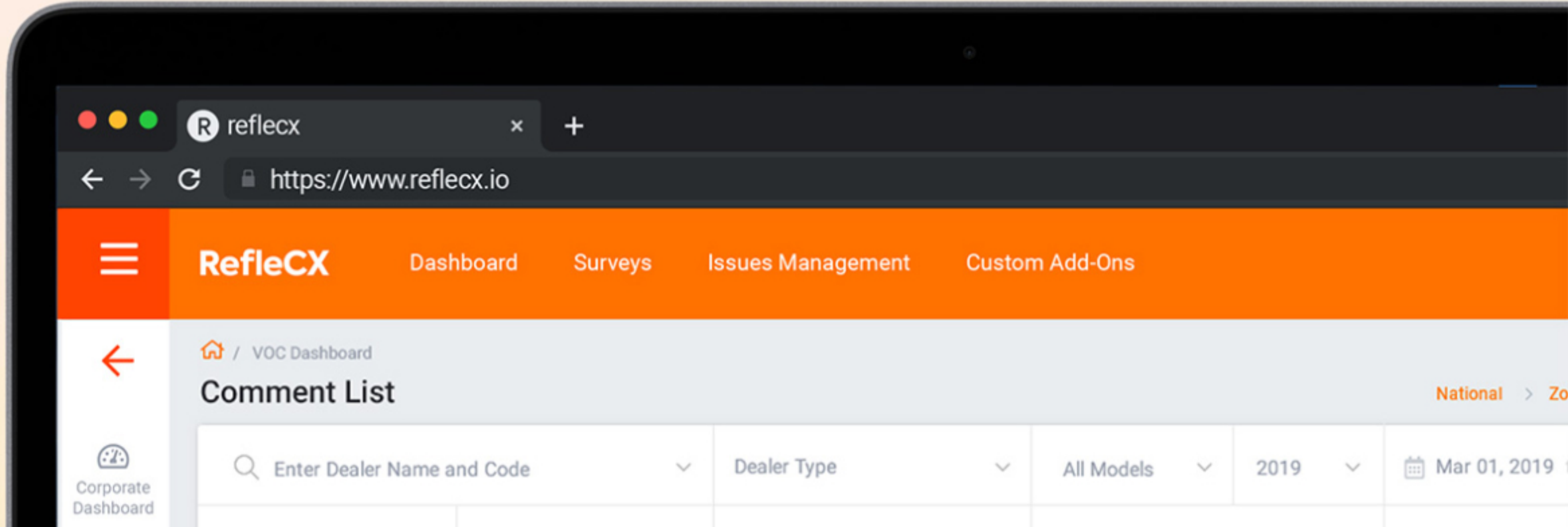
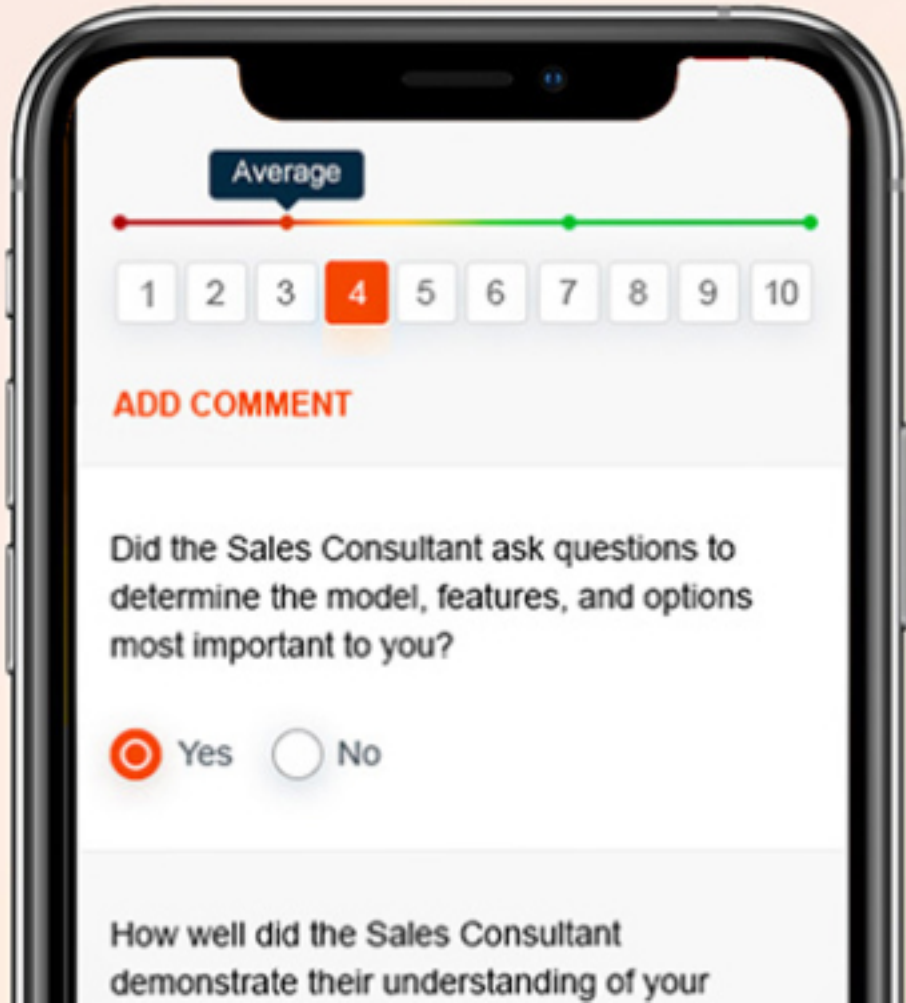
POWERFUL INSIGHTS, GAME-CHANGING CX

RefleCX Enterprise.

Deliver the best experience possible with RefleCX Enterprise, a full-stack CX solution custom-built to seamlessly cycle into your customer journey. From robust sentiment analysis of unstructured feedback to comprehensive performance reporting, our enterprise solution is built to make your brand shine. Engage stronger, work smarter and reduce friction at every touchpoint.

Powerful Insights, Game-Changing CX.

- ✓ Multi-Modal, Mobile-ready CX Surveys
- ✓ Unlimited Responses
- ✓ 25 Question Types
- ✓ Custom Survey colors, and URL
- ✓ Brand Logo Upload
- ✓ Unlimited Questions
- ✓ Comprehensive, Action-Oriented Dashboard
- ✓ Performance Reporting & Extracts
- ✓ Self Service Survey Builder
- ✓ Real-Time Issue Action & Resolution
- ✓ Comprehensive, Action-Oriented Dashboard
- ✓ Dedicated Planning & Launch Team
- ✓ Omnichannel Survey Delivery
- ✓ Image and Video Upload Feedback
- ✓ Performance Reporting & Extracts
- ✓ External Data Import
- ✓ Multi-Modal, Mobile-ready CX Surveys
- ✓ Multilingual Surveys
- ✓ Multilingual Platform
- ✓ API Integration
- ✓ Enterprise Level Data Security
- ✓ Issue Tagging & Categorization
- ✓ Cross-Tabulation Module
- ✓ Custom Report Generator
- ✓ Customer Journey
- ✓ End-to-End Performance Reporting & Extracts
- ✓ Performance Reporting & Extracts





Dedicated Planning & Launch

Lift off flawlessly.

Launch your engagement platform and get it right the first time with the help of ibex planning and launch experts. We work in tandem with your team to blueprint, integrate, test and launch your RefleCX Enterprise solution. From setting up the right metrics and designing customizations to configuring feedback channels and training your people, we make sure it's smooth sailing.

- ✔ Iterate, optimize, add and remove questions as your needs change
- ✔ 25 customizable question types, multiple choice, rating scales, dropdowns and more
- ✔ Deliver a unified brand experience through custom logo, colors and URL



Ashley Omran
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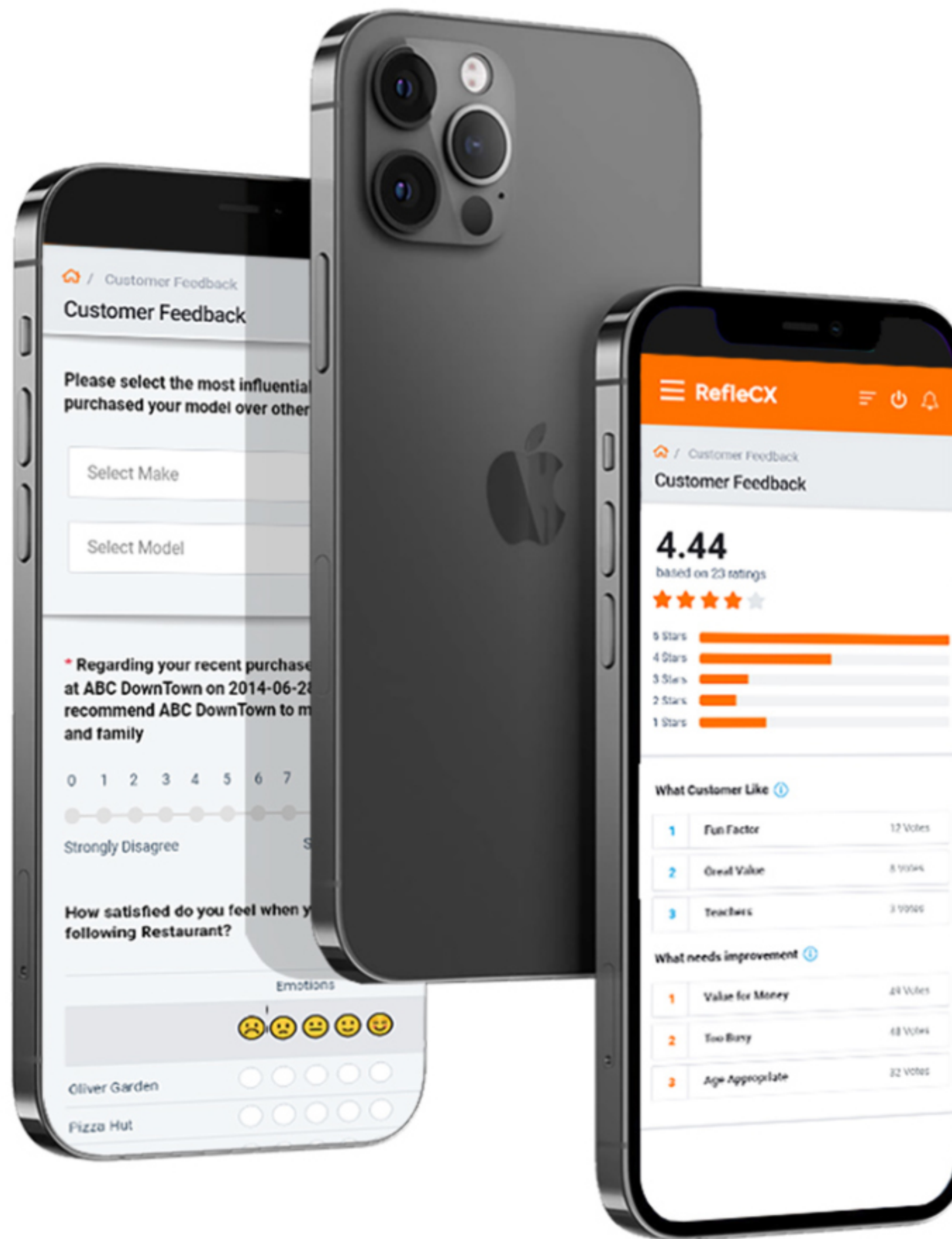
Add team member

Multimodal Surveys

Meet them here and now.

Make sharing feedback quick and easy with in-the-moment engagement that reaches customers on their turf—on the channel and device of their choosing. RefleCX Enterprise multimodal surveys use omnichannel delivery to maximize response and completion rates—and customer insights. Take the pulse of customer sentiment by triggering a quick SMS or email survey after every chat, voice or email interaction. Get even more responses with automated follow-up emails.

- ✔ Engage customers on any channel or device, including mobile
- ✔ Schedule automatic email reminders based on response conditions

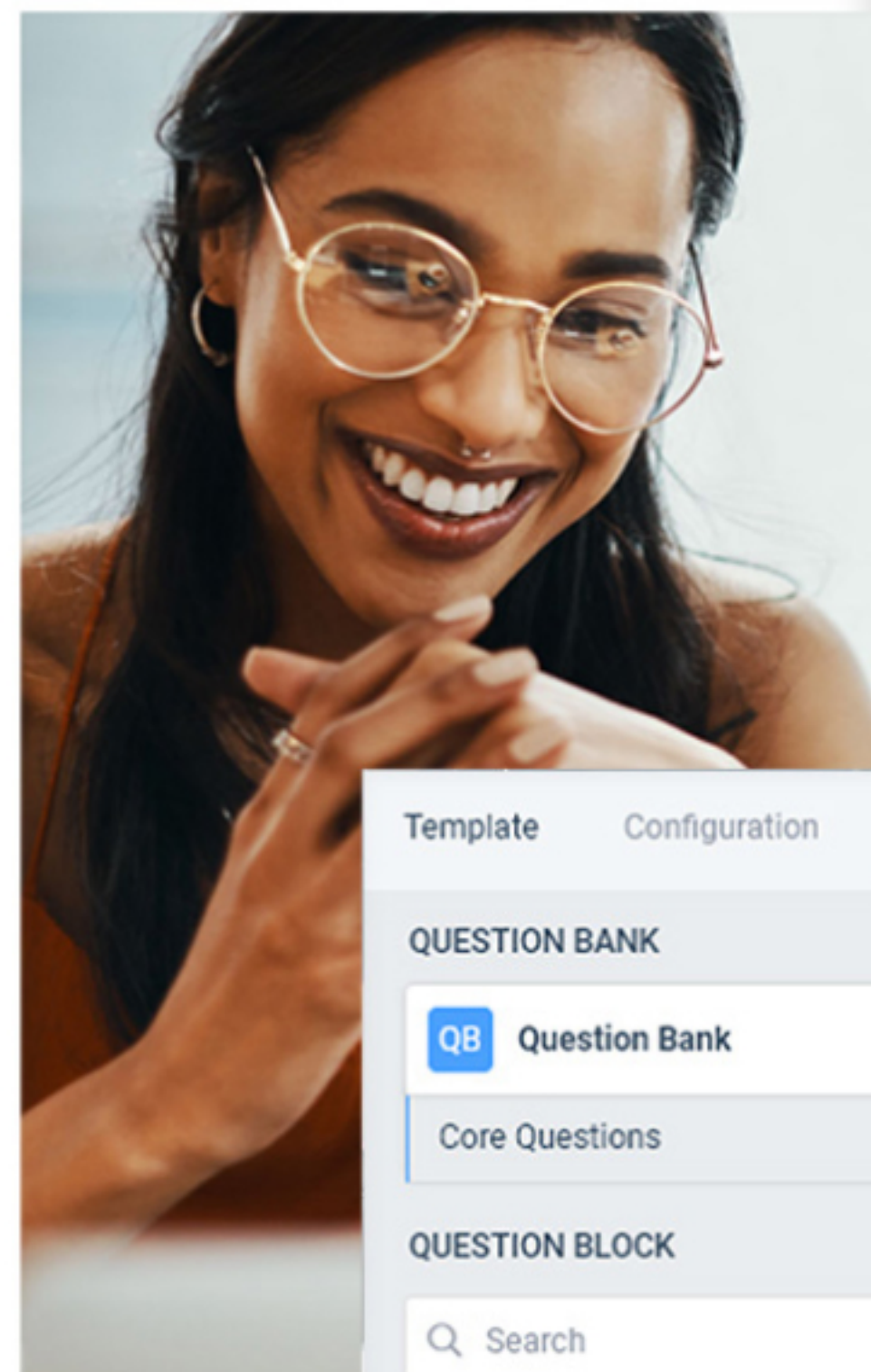


Survey Builder

Effortless beyond question.

From quick 5-star surveys to detailed questionnaires, you choose how deep you dig. RefleCX Enterprise survey builder lets you customize engaging interactions or work from predesigned templates, then optimize as you go to address emerging needs. Collect feedback tied to KPIs using 25 tried-and-tested question types, with unlimited questions and responses. Tailor the experience using advanced survey logic. And make every interaction richer by adding images and videos.

- ✓ Ask closed- or open-ended questions, from standard (e.g., multiple choice, ratings, dropdowns) to advanced (e.g., demographics, segmented, multimedia)
- ✓ Prevent data manipulation and improve feedback analysis by defining logic variables and setting rules
- ✓ Upload media files to reference your products, services and brand



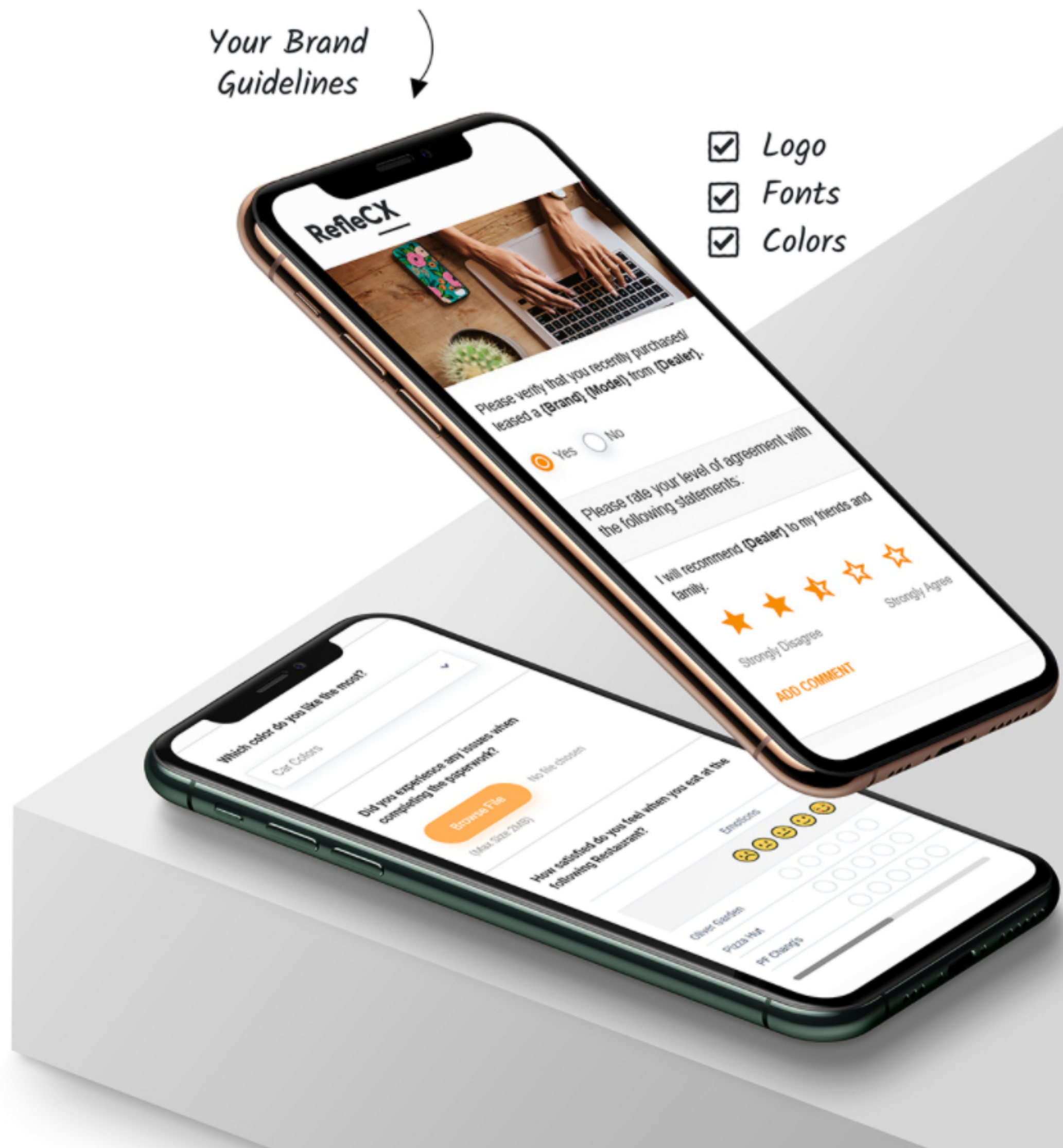
A screenshot of the RefleCX survey builder web application. The browser address bar shows 'https://www.reflecx.io'. The interface includes a navigation bar with 'Data Sources', 'Survey', 'Responses', and 'Insights'. Below this is a sub-navigation bar with 'Configuration', 'Designer', 'Template Editor', and 'Distribution'. The main area is titled 'LOGIC' and shows a question: 'Q1. Please select the most influential reason you purchased your model over other models?'. It features a 'Skip Logic' section with 'IF' and 'OR' options, and a 'then skip to' dropdown set to 'Page 1 - Question 7'. On the right, there are preview panels for 'MULTIPLE SELECT' (with 4 options), 'TYPE ANSWER' (with a comment box), and 'RATING SCALE' (with a 1-5 star scale).

Survey Design

A grand slam for your brand.

Going the extra mile for customers builds exceptional CX—and good karma too. Make sure your brand identity is at the center of it all by delivering a unified look and feel across every touchpoint. Highlight your deep customer focus by aligning your survey design with your brand logo, fonts, colors and differentiators. Then level up the visual appeal with unique survey themes and background images.

- ✔ Deliver a unified brand experience that aligns with your corporate identity standards
- ✔ Customize survey themes with background images



Multilingual Platform

Speak their language.

The most engaging brands speak their customers' language —literally. Customers are more likely to say yes to a survey if they can complete it in their preferred language. Plus, your team is more likely to be successful when given smart, multilingual communication tools. RefleCX is a powerful platform that lets you easily configure surveys in any language from a simple dropdown menu, as well as analyze text in any language. On top of that, your team is empowered to use the platform in the language of their choice.

- ✔ Reach anyone in any language
- ✔ Automatically reconfigure surveys for specific languages
- ✔ Combine and analyze multilingual results in a single data set



Data Security

Readily available, ultra-secure.

Global brands trust RefleCX with their data security and compliance. Keep customer and enterprise data safe while flowing information seamlessly to the right people and groups. Single sign-on security lets employees log in using their corporate credentials. Maintain organizational control and secure storage of all encrypted data while easily managing data access for everyone in the organization.

- ✓ Maintain control and security with single sign-on (SSO)
- ✓ Create custom hierarchy filters to manage who has access
- ✓ Have peace of mind knowing ibex is GDPR and PCI compliant



External Integrations

Insights integrated.

Customer insights are priceless. Make sure every valuable piece is accounted for. RefleCX Enterprise brings it together in one central place for analysis and action. With flexible connectivity to external data and applications, you can quickly and easily import contact lists and other content from your CRM and other systems. When it comes time to analyze the results, RefleCX lets you seamlessly aggregate insights and manage data from multiple sources and applications.

- ✔ Import data from external applications, customer names, emails and phone numbers
- ✔ Integrate with other business applications and systems using flexible APIs
- ✔ Manage, aggregate and analyze data from multiple sources

*Integrate Data
Flawlessly*



Comprehensive Dashboards

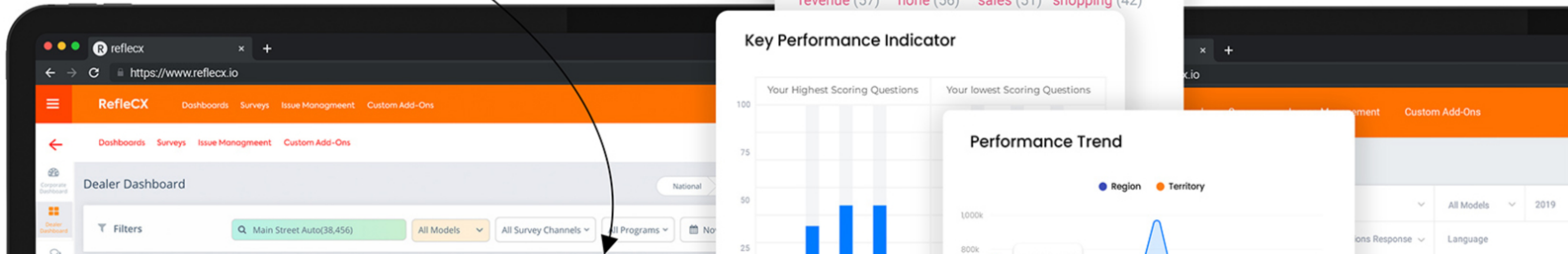
Dashboards connect the dots.

RefleCX Enterprise Dashboards are your performance panorama, giving everyone the 360-degree view they need to connect the dots between data sets and issues. From tailoring dashboards to each user to goal-setting based on unique KPIs, RefleCX is always highly customizable to your needs. Teams get a unified picture of survey metrics, customer responses and real-time data, while admins can track team activity and use management controls to make modifications.

- ✓ Stay on top of critical metrics, such as NPS, CES and CSAT
- ✓ Modify each employee's dashboard to fit their role, level and information needs
- ✓ Seamlessly export and share results to present insights or escalate situations
- ✓ Define goals and quickly configure KPIs

✓ *Configure KPI's*

✓ *Escalate Situations*



Real-Time Issue Action & Resolution

Quick when it counts.

When issues crop up, think of RefleCX as your resolutions right-hand. Automated real-time alerts based on custom preset indicators give your team immediate warning of any potential issues, so you can get a jump start on the fix. Make quick, informed decisions and take the recommended actions to address and resolve issues with ease—turning customers' negative experiences into opportunities to impress.

- ✔ Customize and escalate alerts based on keywords, survey scores and more
- ✔ Automatically tag issues by category to streamline search and analysis



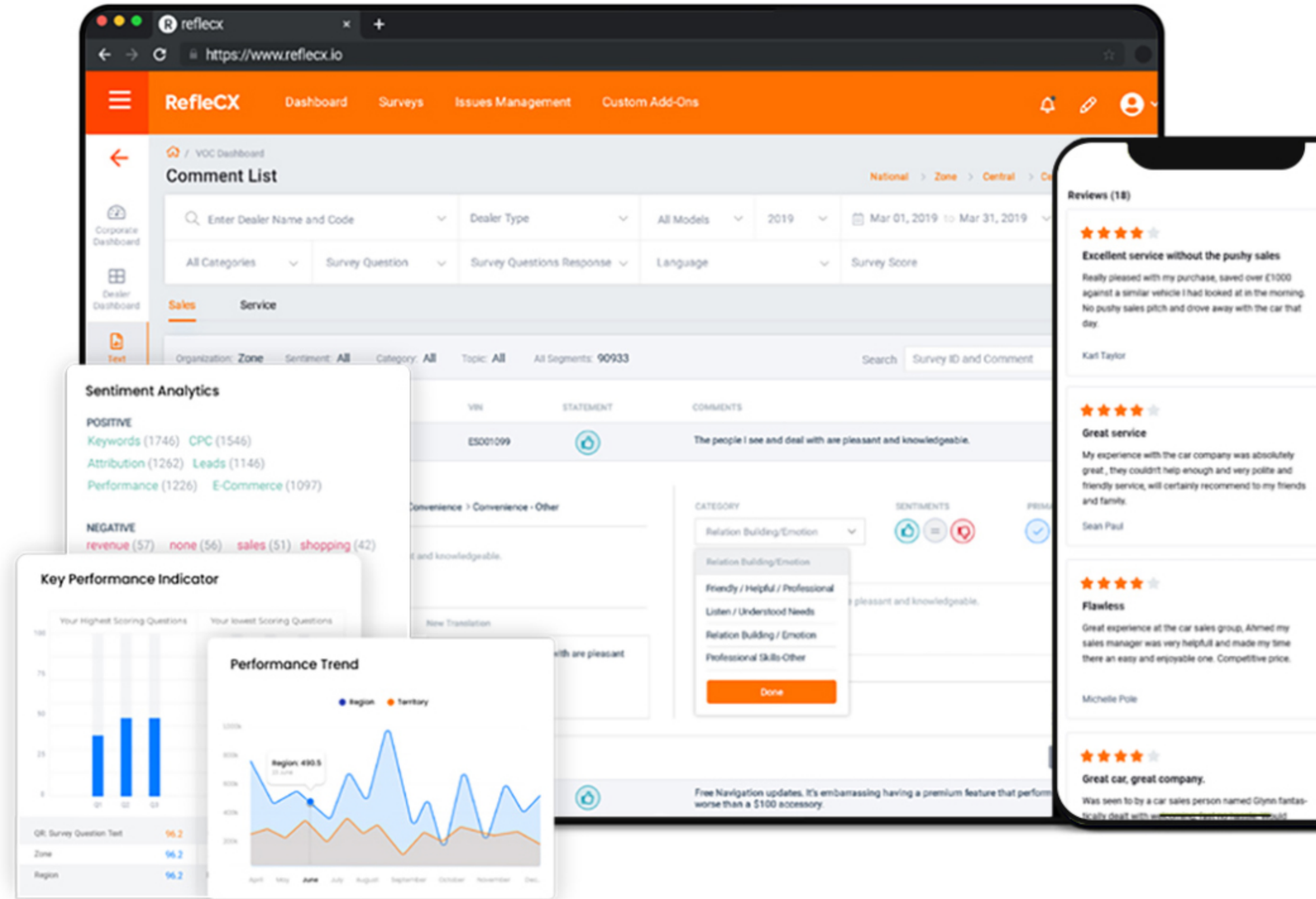
Performance Reporting

Farewell to bad intel.

Ready to transform your aha moments into memorable ones for your customers? With robust performance reporting from RefleCX, you can identify critical insights and act on them.

Supported by native language text analytics and machine learning, RefleCX Enterprise processes unstructured comments and accurately categorizes them in seconds. Access robust analysis tools through the Cross-Tab module and create custom reports from your scores and calculations, so you can better understand and act on survey data.

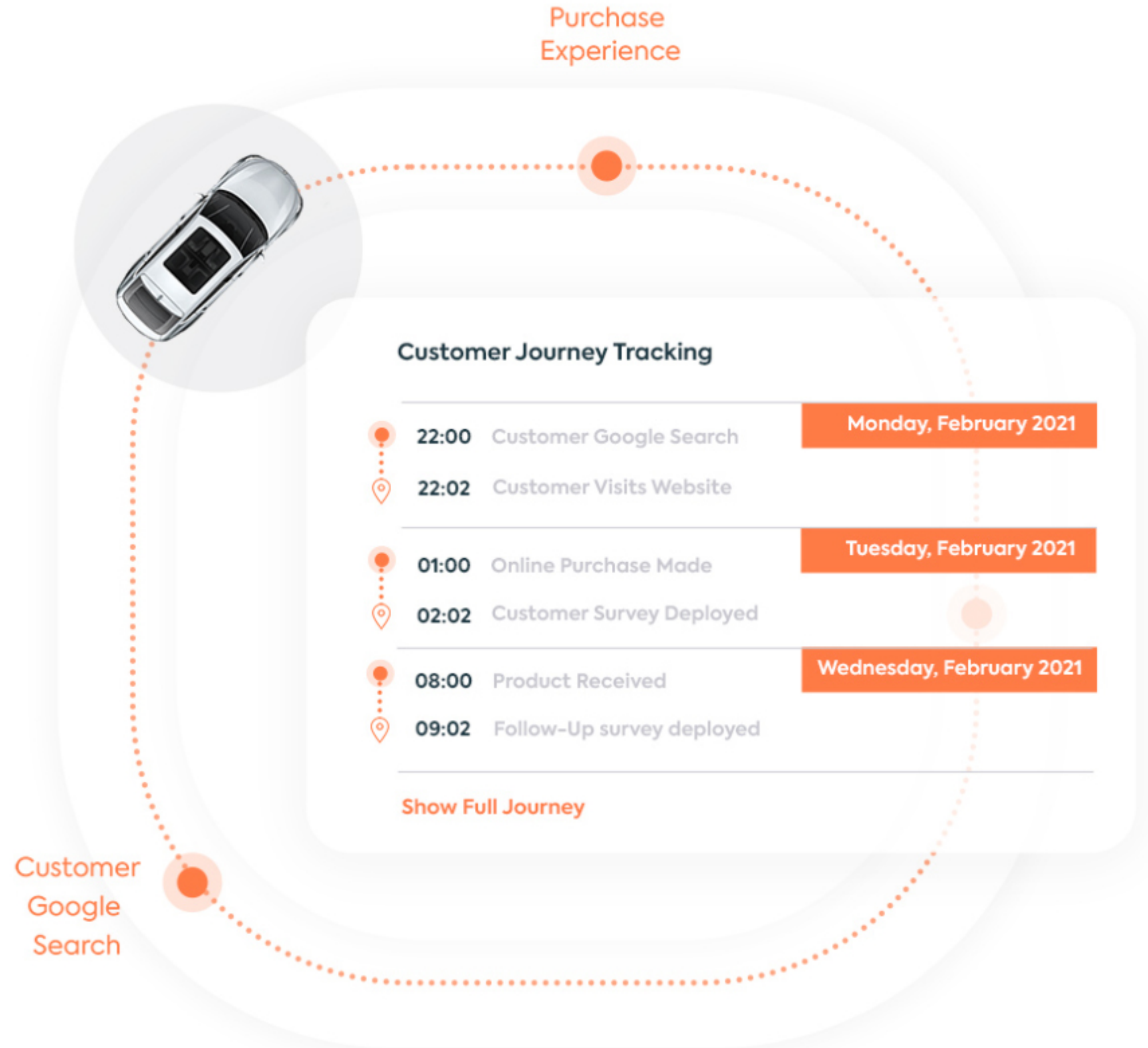
- ✔ Automatically analyze verbatim comments and overall sentiment
- ✔ Run “any by any” analysis in milliseconds and view cross-tab results, summary statistics and statistical significance tests
- ✔ Drill deeper into reports based on filters and generate custom ad hoc reports in chart, graph or raw data format



Customer Journey

Light the way.

Make their first interaction with you the beginning of something beautiful. The RefleCX Customer Journey tool gives you an interactive picture of every touchpoint. Analyze, adjust and smooth their experience by taking a closer look at how they connect with your brand moment by moment, every step of the way.



Extras.

REFLECX

Extras.

Ready to level-up your CX program? With RefleCX's Advanced CX modules, easily integrate cutting-edge capabilities into your RefleCX platform for next-level CX performance.

EXTRA

ADVANCED INTEGRATIONS

Go with the workflow.

RefleCX's Advanced Integrations enable seamless connection with your existing technology ecosystem. Integrate survey data into CRMs, third-party applications, plug-ins, proprietary tools, and existing business systems. Map every connection and enable your team with real-time CX data when and where they need it.

- ☑ Access a set of flexible APIs for integrating with external applications and data sources
- ☑ Automate workflows by integrating with established systems and processes



EXTRA

MULTIMEDIA SURVEYS

Their voice, their choice.

If you want customer feedback, make it easy—and familiar.

Upload Video Response

"The staff was super helpful and answered all my questions. John in particular made the whole process seamless and I don't be happier..."

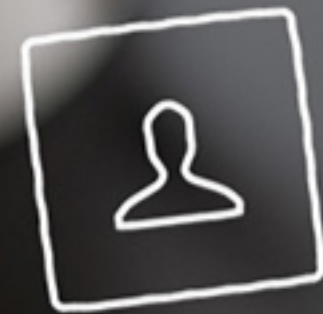
EXTRA

MULTIMEDIA SURVEYS

Their voice, their choice.

If you want customer feedback, make it easy—and familiar. With RefleCX Multimedia Surveys, customers control how they share their experience, enabling more personalized and frictionless moments of truth. Voice-to-text responses save customers from typing out their full experience, while video and photo uploads let them capture issues without worrying about the right words.

- Voice-to-text enables feedback three times faster than typing
- Video responses are automatically transcribed for further text and sentiment analytics and reporting



Upload Image



Voice to Text Response

"The staff was super helpful and answered all my questions. John in particular made the whole process seamless and I couldn't be happier..."



EXTRA

REFLECX MOBILE

Platform in your pocket.

Mobile puts up-to-the-minute insights in your pocket so



Flawless

Great experience at the car sales group, Ahmed my sales manager was very helpfull and made my time there an easy and enjoyable one. Competitive price.

Michelle Pole

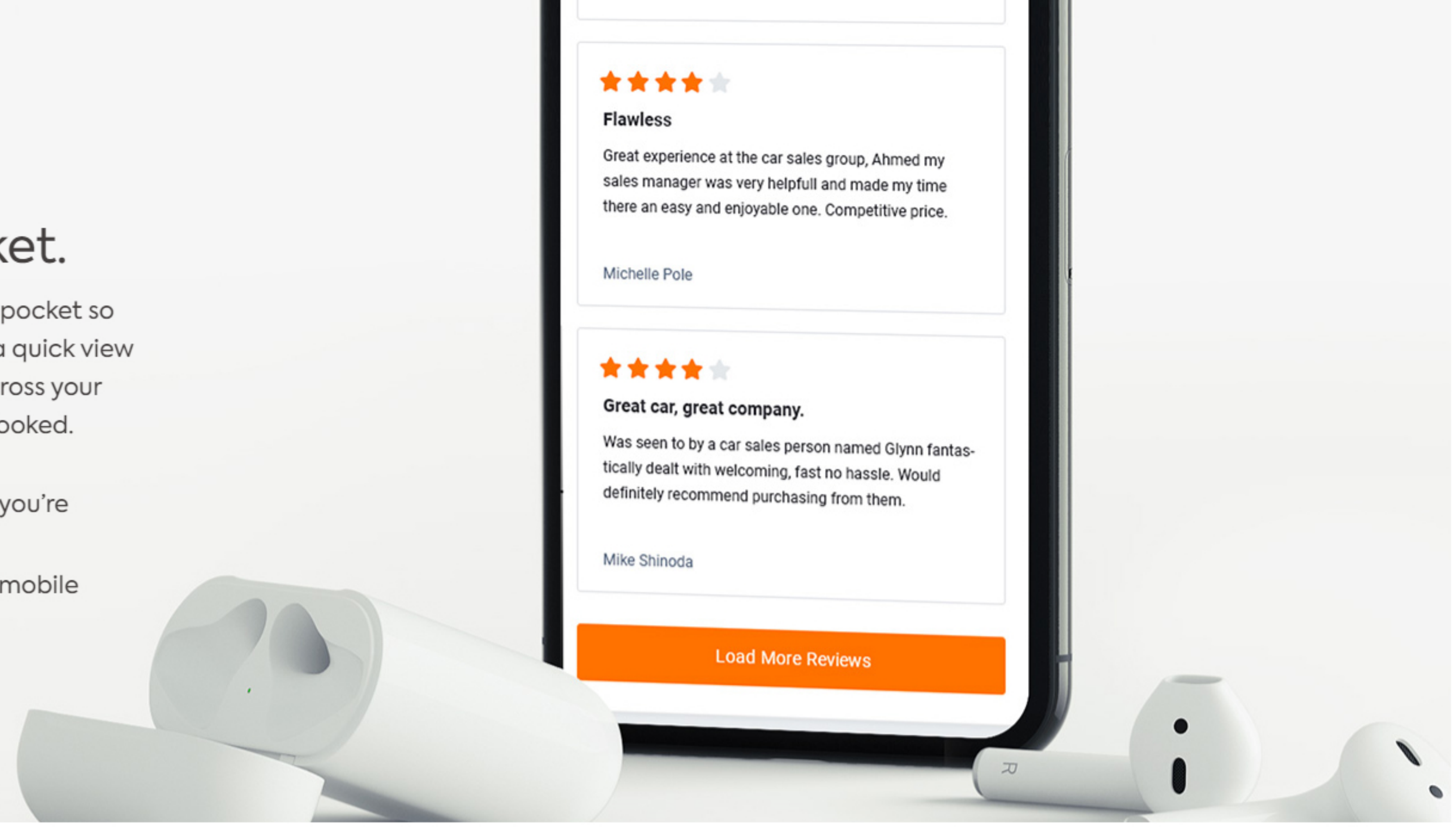
EXTRA

REFLECX MOBILE

Platform in your pocket.

Mobile puts up-to-the-minute insights in your pocket so you can see and manage issues on the go. Get a quick view of everything significant that's happening across your customer base and ensure no issue is overlooked.

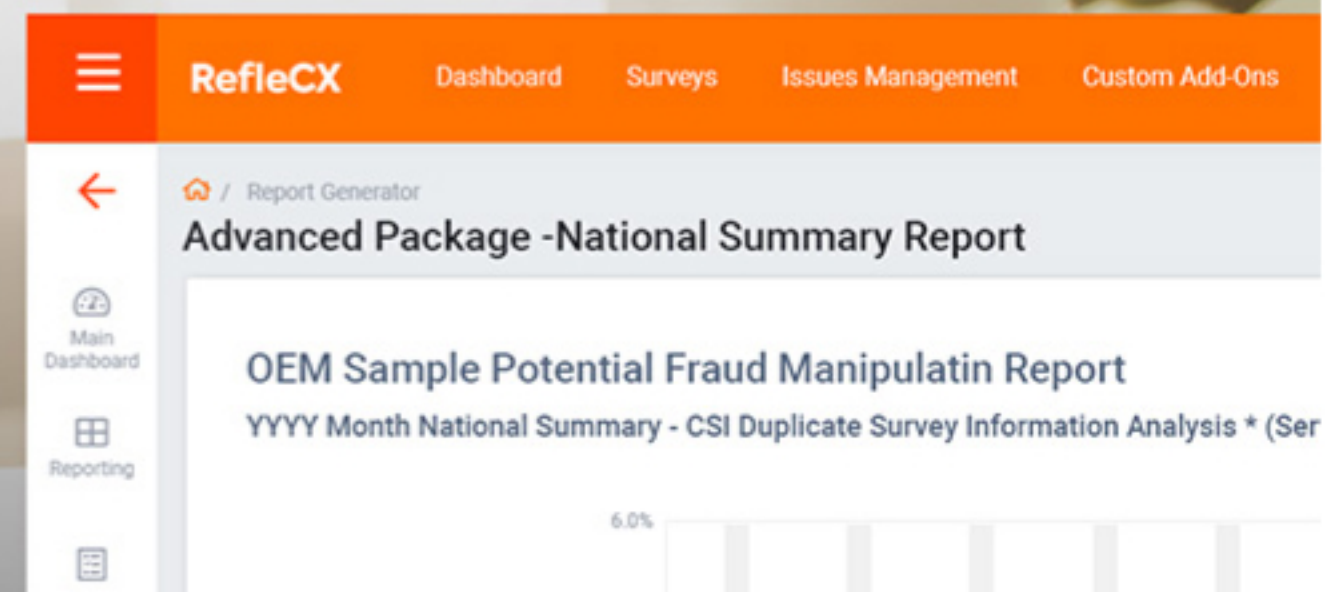
- ☑ Stay connected to your customers, whether you're working on site or remotely
- ☑ Get up-to-the-minute notifications on your mobile device
- ☑ Tackle issues quickly, anytime, anywhere



EXTRA

FRAUD AND MANIPULATION REPORTING

Fight fraudulent



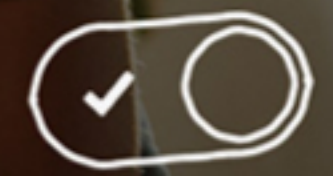
EXTRA

FRAUD AND MANIPULATION REPORTING

Fight fraudulent feedback—and win.

From duplicate IP addresses to falsified survey data, it's hard to know which survey results you can trust. RefleCX's Fraud and Manipulation reporting system identifies areas where fraud may be occurring, seamlessly safeguarding the integrity of your survey results.

- Expedite fraud investigations
- Prevent negative situations from getting worse
- Ensure incentives are correctly allocated



Identify Fraudulent Surveys

RefleCX Dashboard Surveys Issues Management Custom Add-Ons

Report Generator

Advanced Package - National Summary Report

OEM Sample Potential Fraud Manipulation Report

YYYY Month National Summary - CSI Duplicate Survey Information Analysis * (Ser

Identified by	Jan	Feb	Mar	Apr	May
Email only	78	72	117	132	158
IP Address only	619	625	844	0	1,161
Digital Fingerprint only	0	0	0	1,030	0
More than one piece of info duplicate	173	164	252	333	423
# of total Surveys	42,620	36,540	37,064	43,067	51,037

Data reference: January 01, YYYY through October 31, YYYY
*Defined as identical E-mail or IP Address used to complete survey across multiple customers AND multiple vehicles (gr

Legend:
● Email Only
● Digital Fingerprint only
 % of Total Survey Volume (Potential Duplicates)

EXTRA

ACTION PLANNER

Feedback, fuel forward.

Put your CX data to work with the RefleCX Action Planning

*Issue Found.
Create Action Plan.*

RefleCX

Main Dashboard

National > Region > Territory > Dealer > Employee

Add Action Plan

EXTRA

ACTION PLANNER

Feedback, fuel forward.

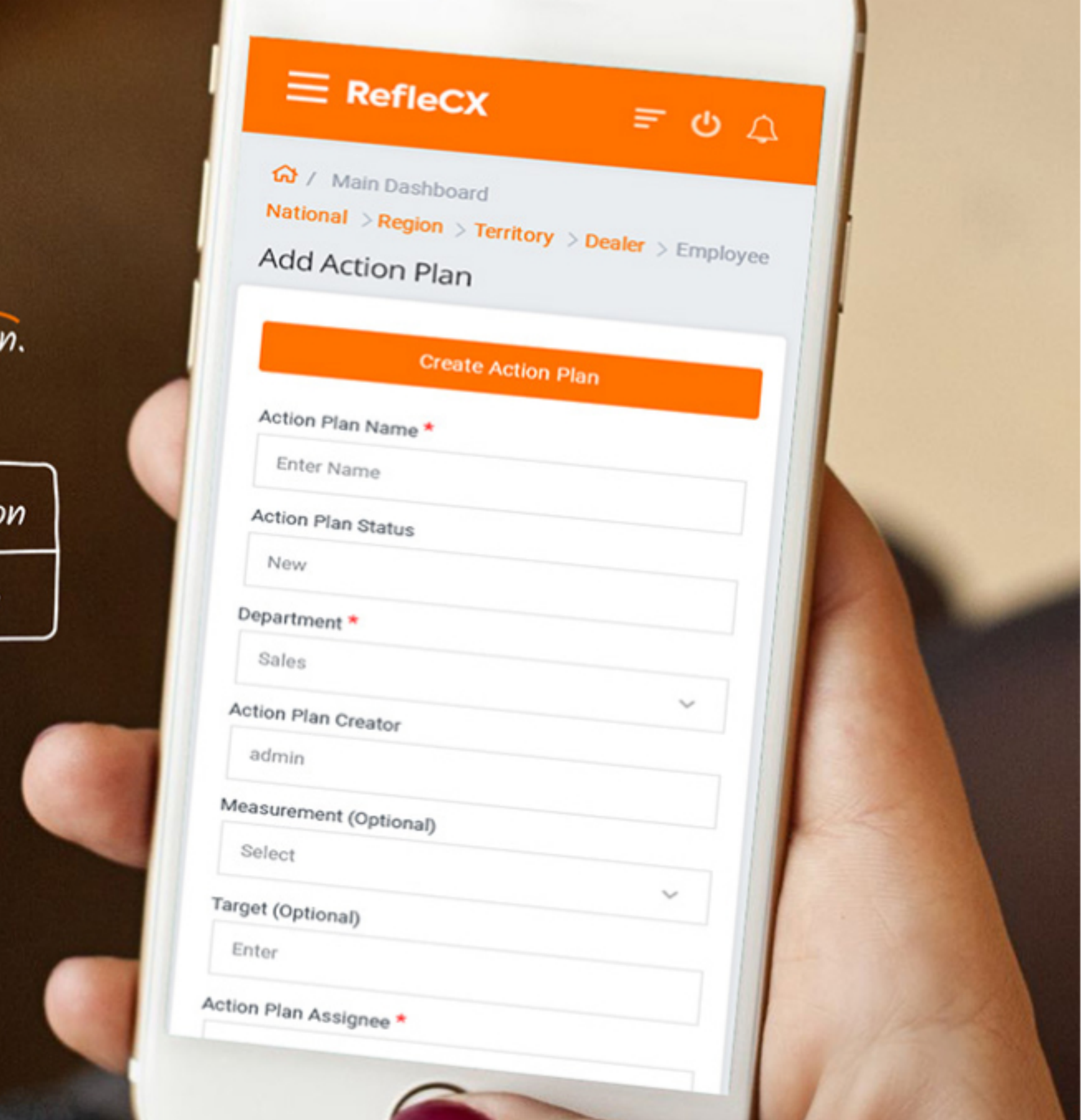
Put your CX data to work with the RefleCX Action Planning module. Craft a comprehensive strategy, delegate action items and track your progress across various teams.

Actively monitor KPIs by defining specific targets, objectives and time spans for success.

- ☑ Encourage accountability through assignment ownership
- ☑ Get email updates for action plans in progress
- ☑ Attach and digitally share supporting documents and files
- ☑ Develop a shared library of best practices by issue type

*Issue Found.
Create Action Plan.
Assign to:*

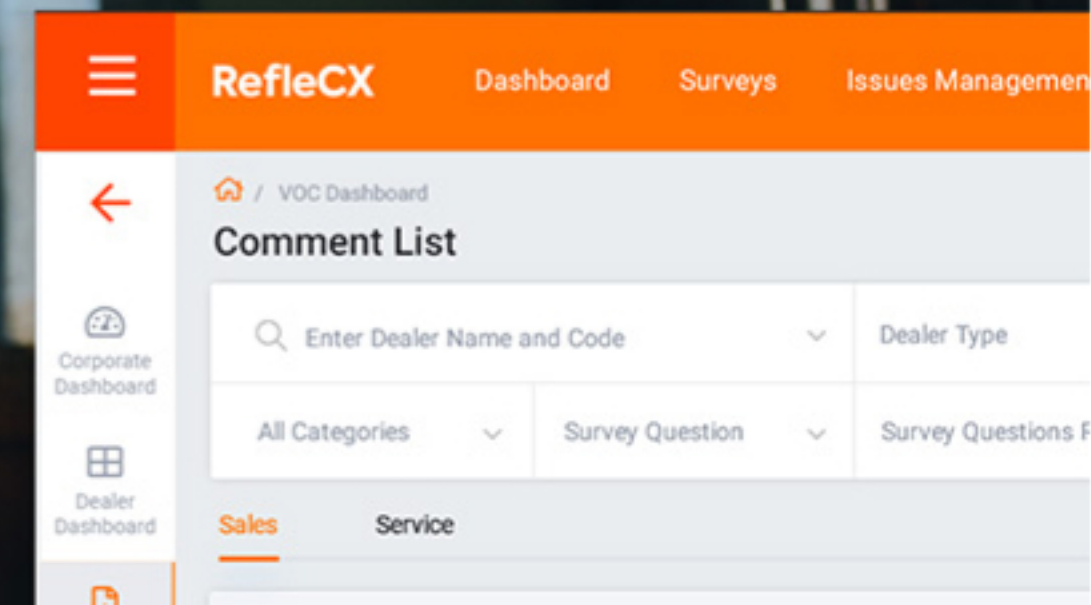
<input checked="" type="checkbox"/>	Robert Pattison
<input type="checkbox"/>	Edward Drake



EXTRA

MULTILINGUAL SENTIMENT ANALYTICS & CATEGORIZATION

Take A Deep Dive, Then Dial It Up



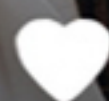
EXTRA

MULTILINGUAL SENTIMENT ANALYTICS & CATEGORIZATION

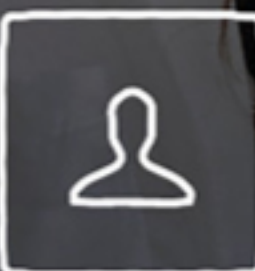
Take A Deep Dive, Then Dial It Up.

Analyze customer feedback & sentiment in near real-time. RefleCX uses deep learning technology to quickly understand verbatim comments and capture customer sentiment through native language text analytics, helping you move from discovery to decision in minutes

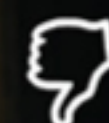
- ☑ Classify sentiment in 30+ native languages
- ☑ Analyze AI fueled insights powered by our NLP engine
- ☑ Customize sentiment analysis categories on demand



Positive Sentiment



I love my new product but I hate that I don't know much about the features



Negative Sentiment

RefleCX Dashboard Surveys Issues Management

VOC Dashboard

Comment List

Enter Dealer Name and Code Dealer Type

All Categories Survey Question Survey Questions F

Sales Service

Organization: Zone Sentiment: All Category: All Topic: All All Segr

ORGANIZATION	CLIENT NAME	VIN
Organization 01	Mike Shinoda	ES001099

1 - Staff Friendliness / Attitude, Engagement > Convenience > Convenience - Other

The people I see and deal with are pleasant and knowledgeable.

Translation: The people I see and deal with are pleasant and knowledgeable. New Translation: The people I see and deal with and knowledgeable.

Last updated on 13/12/19 09:51 AM PKT

Organization 02	Mike Shinoda	ES001099
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EXTRA

SOCIAL MEDIA LISTENING

All of the feedback, none of the noise.

Did someone complain? Offer a compliment? Ask a question? Build trust and credibility by taking the initiative

Like Comment Share

Sammi Krug

reflecx Dashboard Surveys Issues Management Custom


Main Dashboard

Social Media

Zone

Average Review Rating Review Response Time

- ✔ Analyze AI fueled insights powered by our NLP engine
- ✔ Customize sentiment analysis categories on demand

 Negative Sentiment

Last updated on 13/12/19 09:51 AM PKT

Organization 02 Mike Shinoda ES001099

EXTRA

SOCIAL MEDIA LISTENING

All of the feedback, none of the noise.

Did someone complain? Offer a compliment? Ask a question? Build trust and credibility by taking the initiative to respond to social media interactions in real time. RefleCX makes it easy to be more attentive. Scan all platforms for mentions and get a holistic look at sentiment. Approach customers directly to ask questions or act on feedback with professionalism and a consistent brand voice.

- ✔ Get a unified view of social performance across all channels
- ✔ Reduce response and resolution time by managing all feedback streams
- ✔ Identify common customer insights and quickly cycle information

