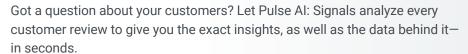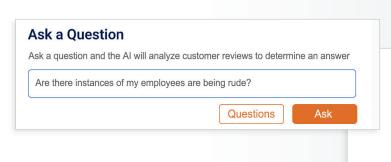# CHATMETER

Pulse AI: Signals

The Fastest Way to Take Action on Customer and Location Insights

Got a question about your customers? Let Pulse AI: Signals analyze every customer review to give you the exact insights, as well as the data behind it— in seconds.

When you have questions like "do we have customer service issues" or "what do customers think about our wait times," you can now ask Signals to get a full data-driven report in one click, then drill into each location, region, provider and more. Say goodbye to guesswork and hello to decisions based on real customer feedback.

Ask a Question

Ask a question and the AI will analyze customer reviews to determine an answer

Are there instances of my employees are being rude?

Questions   Ask

Summary

Question

Are there instances of my employees being rude?

Answer

Based on customer reviews and feedback, there have been numerous instances where customers have reported rude behavior from employees. There are multiple instances of employees refusing to help or being dismissive towards customers. Customers have mentioned instances of employees being rude, disrespectful, unprofessional, and even racist. Some customers have reported experiencing poor service from specific employees, such as servers or managers, while others have experienced a lack of attentiveness and professionalism from various staff members. These reports indicate that there have been instances where customers have encountered rude behavior from employees.

What you can achieve

Improve customer retention and customer lifetime value.
Understand exactly where and why your customers are writing negative reviews, sharing negative social posts and more—so you can take action faster and fix the issue.

Increase average order value, ticket size or conversion rate.
Spot check how new products and offers are perceived by customers. Make adjustments to your strategy quickly and easily to win.

Increase success of marketing and company-wide initiatives.
Get instant insights into customer perception of company-wide initiatives.Think of Signals as your real-time, real-life focus group of customers.

" Armed with Chatmeter's insightful data, we've made swift and effective changes to elevate the guest experience. As a result, we've enjoyed future bookings, repeat stays, and greater guest loyalty. Chatmeter's ability to close the loop on customer feedback and generate positive resultsis truly impressive."

— Richard Clarke, Senior Manager, Loyalty and Guest Feedback, Northland Properties

Learn more at Chatmeter.com. Schedule a demo today!