



# IPIPHANY



## Consulting Services: Feedback Analysis & Reporting

With Touchpoint Group's comprehensive data analysis and reporting services, we extract high value insights from any text feedback data so that you can act on what's truly important. Take advantage of powerful AI text analytics combined with the knowledge of industry experts to ensure you're getting the best return from your data.

### Consult with industry experts on Feedback Analysis & Reporting

Touchpoint Iphany consulting services offer a full-service package that will help you understand your feedback data and learn how AI text analytics can revolutionise the way you capture, analyse, track trends and report on issues effecting your business.

We are not a market research agency, but instead a team of data-minded experts armed with a powerful analytics tool that we built to process and understand customer feedback data at scale. By executing this fully managed service with our analysts, you'll achieve a clear understanding of how powerful an Iphany analysis can be and learn best practices for analysing future data with continuous use of Iphany.

#### Service we offer (per project)

- A consultation in preparing customer feedback surveys to return best value (if applicable)
- Discussion determining business priorities from findings
- In depth analysis of customer feedback data from multiple sources, fully managed using Iphany
- Multi-lingual processing of feedback so you can analyse and report in English (if applicable)
- Trial access to Iphany to delve further into insights and customise findings for more detailed output
- A complete report detailing findings, highlighting issues and recommendations that can be used for government funding proposals, market research reporting or determining business performance and strategic direction
- A follow-up consultation to review KPIs and discuss how Iphany can help for future projects



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### The Outcome

This support service is designed to reduce in-house resource time and costs, maximise impact of feedback analysis, highlight pain points and issues your business is facing that's unable to be done by manual analysis, increase business efficiencies which in-directly, will improve customer experience and satisfaction.



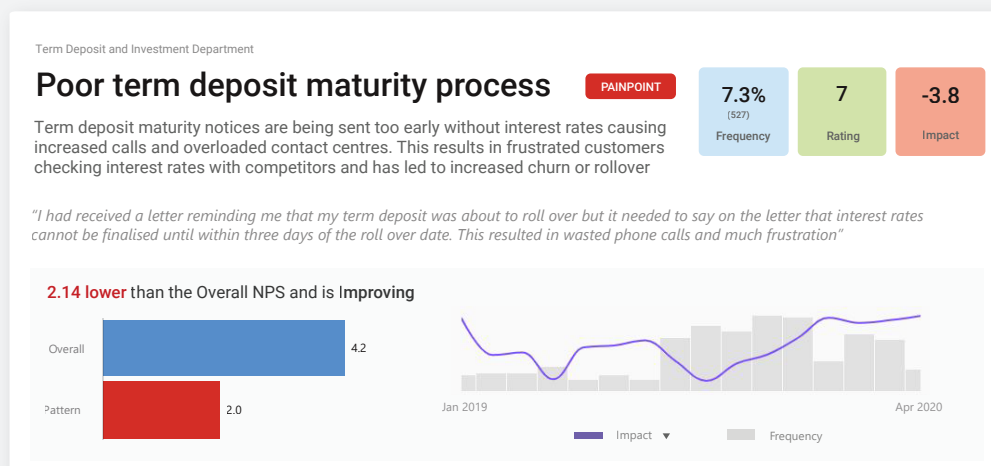
Our team performs a complete analysis for your project and provides a complete, custom presentation including key findings and insights that you can action immediately.



Using your data, we onboard and train your team to use Ipiphany and provide a regular cadence of training sessions plus a dedicated account manager



12 month access licence to Ipiphany for your team to be able to build further custom analyses and reporting



### How Touchpoint Delivers The Service

Our consultancy service is designed to help you achieve maximum potential in driving core information from your feedback analysis. The service is completely customisable to individual businesses despite what industry, field, or outcome you need.

Our consultancy package allows you to get a full understanding as to the importance and value AI customer analytics can provide your business and comes with a 12 month access licence to Ipiphany for your team to be able to build further custom analyses and reporting.

### Contact us to learn more

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Learn more at [www.touchpointgroup.com/ipiphany](http://www.touchpointgroup.com/ipiphany)

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