Know Is it Safe What do they
THINK AND FEEL? About and Customer **Data Effective?** Care **Analytics** Solution for what really counts Customer major preoccupations **Reviews Data** Complaints worries & aspirations What do they SEE? What do they HEAR? Solution For **Business** what friends say Customers what boss say what the market offers what influencers say Quick **Process and** Target the Assistance **Checks the** What do they SAY AND DO? wright Queries **Audience by** Analysing **Data** Solves it attitude in public Collects **Feedback** Multilingual Secure appearance **And Clean** And **Payment Data** behavior towards others Responses PAIN GAIN **Data Violates** "wants" / needs fears Storage Limited **Principles** Constant and Fast

Availability

Maintenanace

Retrieval

frustrations obstacles

of Activity

Saves Time

measures of success obstacles

Delivering Relevant **Products**

Pro-activity and **Anticipating** Needs

24/7 Customer Service

to Identify

Key

Insights

environment

examine

Data

friends