Semantria Storage & Visualization (SSV) is a web-based business intelligence platform for storing and managing text document collections, analyzing them with Semantria's natural language processing (NLP), and visualizing the results through custom dashboards or exporting the data to another business intelligence tool.

Dive deep into qualitative customer and employee feedback:
- Improve customer experiences
- Reduce employee turnover
- Market more effectively

Semantria Storage & Visualization (SSV) is a web-based business intelligence platform for analyzing comments, reviews, surveys, tickets, chat logs, transcripts and other text documents.

Enterprise data analysts use SSV to supercharge their Voice of Customer, Voice of Employee and Social Listening programs by getting more value from their company’s text data.

LEARN MORE: lexalytics.com/applications

SEMANTRIA STORAGE & VISUALIZATION

1. **Store and manage text documents**
   Build and manage document collections from diverse sources inside one platform.

2. **Analyze with Semantria**
   Use our NLP to extract multi-layered sentiment scores, themes, entities, categories, topics, summaries, and intentions.

3. **Build dashboards**
   Tell powerful stories of customer experience, public opinion and employee engagement.

4. **Share insights**
   Help product, support, and other teams improve customer experiences, reduce employee churn, and communicate more effectively.
Microsoft's Customer Market Research team compares and contrasts social media data with survey responses to get more value from each data source. Read the story: lexalytics.com/resources

NATURAL LANGUAGE PROCESSING FEATURES

- Sentiment Analysis
- Entity Recognition
- Categorization
- Theme Analysis
- Intention Detection
- Summarization

PROJECT & USER MANAGEMENT

Assign roles and manage permissions for each user in your team. Group related analyses together to monitor trends over time, evaluate performance across locations, or compare different data sources for clearer insights.

DATA & DASHBOARD EXPORT

Export your dashboards to Microsoft PowerPoint, or download the data in .csv or .json format for direct upload into your company's business intelligence or data analytics infrastructure.

CONFIGURATION

Quickly build and tune analysis configurations with our intuitive graphical configuration tools. Define custom entities, create query topics, build category taxonomies, and more.

LANGUAGE SUPPORT

Semantria’s NLP works on 24 languages and dialects representing 67% of the world's population across 6 continents.

INDUSTRY PACKS

Pre-built configurations deliver out-of-the-box improvements in sentiment accuracy, topic detection, and entity recognition. Available for 6 industries and applications.

Hotels  E-Commerce  Airlines  Pharma  Restaurants  Voice of Employee