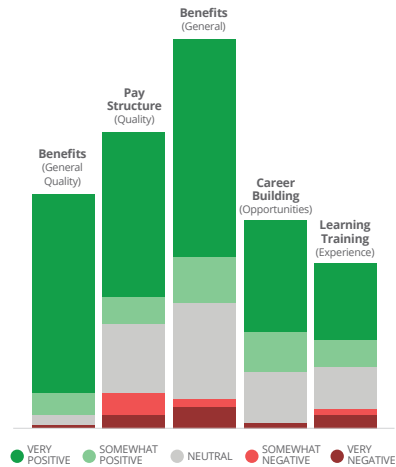
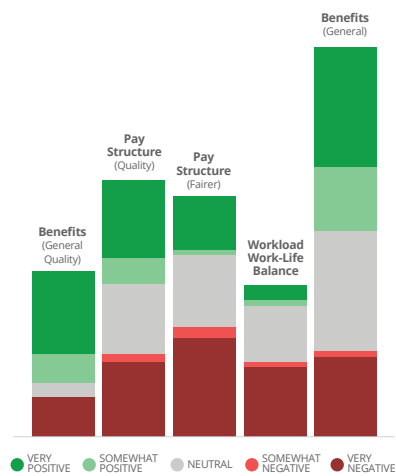


TOP 5 TOPICS MENTIONED  
IN 5 STAR REVIEWS



TOP 5 TOPICS MENTIONED  
IN 1 STAR REVIEWS



Figures 1 & 2 | Polarity data visualization from insurance company employee reviews

# Lexalytics for People Analytics and Voice of Employee

Every employee has a story. We help you hear, understand and share those stories.

Replacing a single employee can cost 200% of salary or more!<sup>1</sup> Yet 20% of workers voluntarily leave their jobs each year, and another 16% are fired or let go.<sup>2</sup> And unhappy employees create bad customer experiences, leading to \$62 billion in lost revenue yearly for U.S. businesses alone.<sup>2</sup>

People Analytics, also known as Workforce Analytics, helps human resources teams hire better, reduce turnover, and improve performance. Within this framework, **Voice of Employee (VoE)** programs gather, analyze and interpret employee feedback to identify and explain concerns and pain points. But manual VoE analysis is laborious for large enterprises, and most general-purpose People Analytics tools only contain superficial text analytics. Lexalytics natural language processing (NLP) solutions are the perfect solution.

**Deloitte Insights**

« ...Analytics and AI have come together, giving companies a much more detailed view of management and operational issues to improve operational performance. »

— Deloitte Insights, *People Analytics in HR*

## Voice of Employee Analytics



### GATHER

Connect all of your data sources into one platform to break down siloes: surveys, reviews, messages, emails, chat threads, and other internal and external communications.

### PROCESS

Configure and run NLP analyses tuned to HR language, no coding or engineering experience needed. Build custom analytics dashboards, or export to your preferred BI tool.

### ANALYZE

See what employees are talking about, how they feel and why they feel that way. Tell powerful stories of employee experiences and paint pictures of organizational health.

### ACT

Identify common topics, trends and patterns. Trace root causes and find supporting data. Understand the factors driving employee churn and impacting performance. Make clear, compelling recommendations.

<sup>1,2</sup> <https://www.americanprogress.org/wp-content/uploads/2012/11/CostofTurnover.pdf>

<sup>3</sup> <https://www.newvoicemedia.com/blog/the-62-billion-customer-service-scared-away-infographic>



## Why Lexalytics for VoE?

### POWER

Most People Analytics tools include basic document-level text analytics at best. Lexalytics extracts topics, categories, themes, intentions and summaries from every document, along with multi-layered sentiment analysis.

### COST

Compared with open source and traditional people analytics, our solutions require less technical expertise, have more and stronger NLP features, scale more efficiently and come with full support and services.

### CONFIGURABILITY

Use our graphical configuration tools to define custom entities, create query topics, build category taxonomies and more. Or use our pre-built Industry Packs for instant improvements.

### SECURITY

More data is falling under regulatory review and privacy requirements. Keep employee data safe by deploying your Lexalytics solution within any combination of private, public and hybrid cloud infrastructure.

### INDUSTRY PACKS:

#### VOICE OF EMPLOYEE

Pre-built tuning configuration for human resources language. 185 unique categories and 23,000 sentiment phrases drawn from real employee feedback.

[lexalytics.com/technology/industry-packs](http://lexalytics.com/technology/industry-packs)

EMPLOYEE OPINION OF MANAGERS

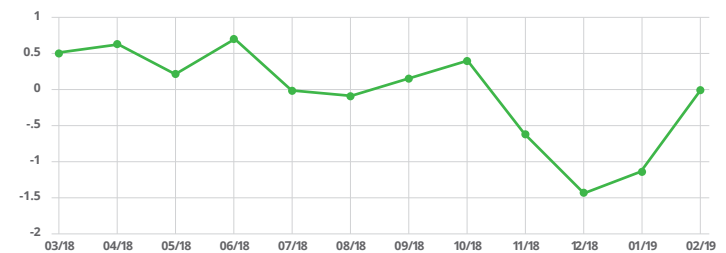


Figure 3 | Graph visualization from insurance company employee reviews

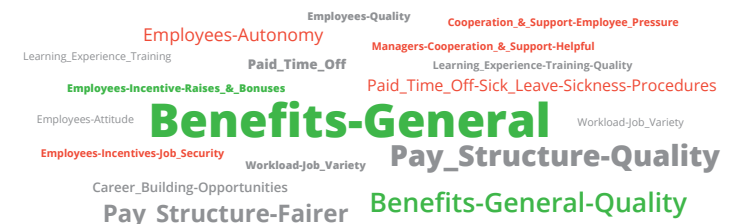


Figure 4 | Word cloud visualization from insurance company employee reviews

### Harvard Business Review

« ...Organizations that use workforce analytics have the most engaged workforces and they thrive in tough conditions. »

— Tim Ringo, *Workforce Analytics Isn't as Scary as It Sounds* Harvard Business Review