

gominga enables you to listen to your customer. Take your consumers' feedback serious and know what people say about your products. Manage existing reviews, get valuable insights, and interact directly with end users. Strengthen your brand and improve sales.

STARTER Package

- **Ratings:** Evaluate product reviews and questions on the most important e-business platforms, national and international
- **Dashboard:** See all reviews and questions at a glance, with various analysis and drill-down options
- **Improvement:** Identify market opportunities and problems at an early stage with our continuous analysis of product reviews and questions
- **Feedback:** Integrate customer feedback into your product development & strategy work
- **KPIs:** Check the strengths and weaknesses of your products

ADDITIONAL MODULES:

- **Content+:** Use additional information on your reviews and questions incl. the entire history on the respective platform
- **Response+:** Empower your customer service and interact directly with your consumer; respond to product reviews & questions with a fully integrated ticket management system
- **Analytics+:** Further analyze all reviews, questions and processed tickets by tagging/classifying them and gain valuable insights on the reasons behind customer complaints
- **Sentiment+:** Use sentiment analysis on product feedback to identify the strengths and weaknesses of your products. Market research made usable by the end customer!
- **Competitor+:** Monitor not only customer feedback on your own products but also on your competitors! Compare the strengths and weaknesses of your competitors!

CONTACT US!

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