QuantumMetric Apptentive

From micro to macro customer visibility

Combine **Apptentive**'s in-app customer feedback with **Quantum Metric**'s behavioral and technical insights across 100% of customer sessions. Our integration gives you deeper understanding of the app experience and helps you prioritize issues that impact customer satisfaction, conversion, retention, and revenue.
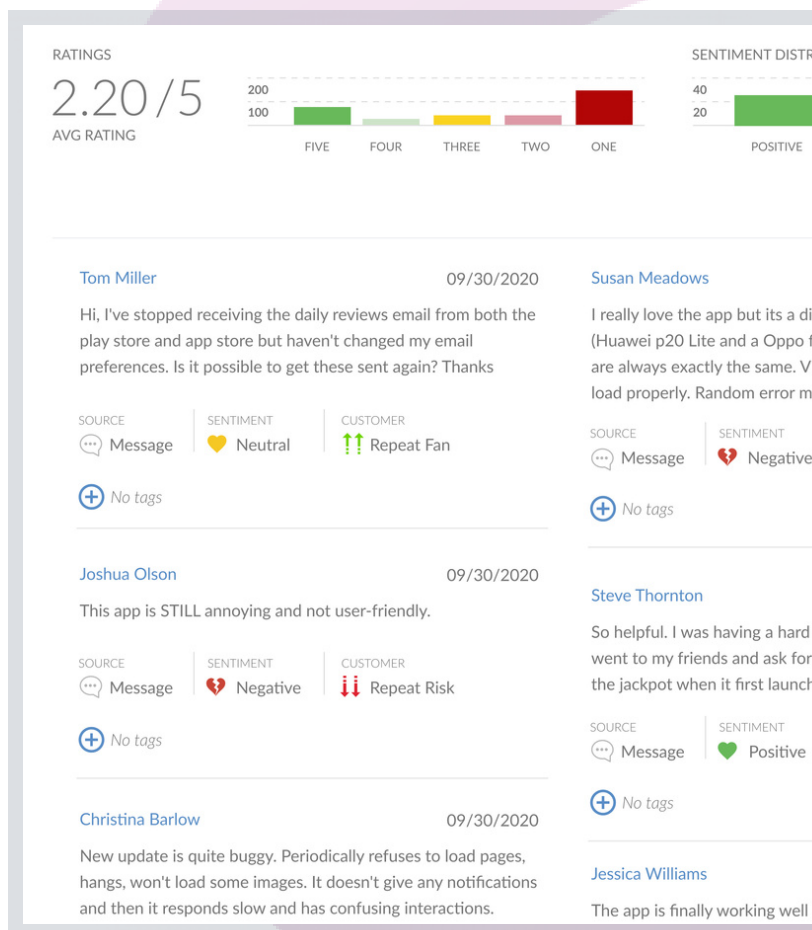
Combine in-app feedback with visual evidence for faster insight

Apptentive intelligently targets and gathers feedback across the entire mobile customer journey, with up to +90% response rates.

Quantum Metric links every response directly to the session replay, and includes behavioral and technical details for further diagnosis.

Gather faster insight into the critical moments that lead to customer friction or engagement.

With Apptentive, gather in-app feedback across the journey and measure customer sentiment and emotion.

RATINGS

2.20 / 5

AVG RATING

| | FIVE | FOUR | THREE | TWO | ONE |

SENTIMENT DISTR

| | POSITIVE |

Tom Miller 09/30/2020

Hi, I've stopped receiving the daily reviews email from both the play store and app store but haven't changed my email preferences. Is it possible to get these sent again? Thanks

SOURCE	SENTIMENT	CUSTOMER
Message	Neutral	Repeat Fan

No tags

Joshua Olson 09/30/2020

This app is STILL annoying and not user-friendly.

SOURCE	SENTIMENT	CUSTOMER
Message	Negative	Repeat Risk

No tags

Christina Barlow 09/30/2020

New update is quite buggy. Periodically refuses to load pages, hangs, won't load some images. It doesn't give any notifications and then it responds slow and has confusing interactions.

Susan Meadows

I really love the app but its a di (Huawei p20 Lite and a Oppo f are always exactly the same. V load properly. Random error m

SOURCE	SENTIMENT
Message	Negative

No tags

Steve Thornton

So helpful. I was having a hard went to my friends and ask for the jackpot when it first launch

SOURCE	SENTIMENT
Message	Positive

No tags

Jessica Williams

The app is finally working well

Instantly quantify customer feedback to prioritize action

Apptentive measures sentiment and emotion, down to the individual customer.

Quantum Metric segments analytics and session replays for all customers who had the same sentiment, emotion, and experience, while instantly calculating the overall business opportunity.

Instead of chasing squeaky wheels, prioritize improvements that move the needle on customer satisfaction, conversion, and revenue.

In Quantum Metric, view the session replay, behavioral and technical insights, and instantly quantify with "see more."