



for **GROWTH**



Turning CX into your engine for growth

Unified Feedback Analytics for the World's Fastest Growing Companies

Chattermill is an AI powered text analytics & insight platform that gives the most customer-centric brands in the world the ability to effortlessly understand and grow their customer experience.

We help super-scale-ups like Cleo, Goodiebox, Moo and Bloom & Wild, process the unstructured text in their feedback and support data channels so they can discover better, faster ways to grow.



The core features of the product

The Chattermill platform works by processing unstructured text and automatically applying topic and sentiment labels to various types of feedback data. This allows users to intuitively and quickly explore growing quantities of information using powerful analytics and charting tools that would otherwise be impossible to navigate manually.

A single source of CX truth

Chattermill is able to unify customer feedback from any source into one place to give all teams across the organisation one source of truth for all things CX.

Automated tagging can help you quickly identify the root cause behind product issues and know exactly how many members were affected by it. Goodiebox (a growing cosmetics subscription

service that delivers happiness to thousands of customer every month) was able to leverage Chattermill to quickly find and solve an issue about a broken eyeshadow inside one of their many monthly boxes, and save their team more than 300 hours of manual tagging thanks to Chattermill.

Deep and quick CX insights that move the needle

Chattermill's platform helps you to easily spot the areas in need of most attention, the root cause of the issues, and provide you with all the necessary and flexible tools to quickly take action.

Chattermill's powerful text analytics, and simple but effective reporting tools allowed MOO to unify their customer experience analytics, which boosted their NPS for a specific product by over 200%, and increased their NPS for North America by over 20pts after identifying an opportunity to improve their customers checkout experience.

Putting CX on auto-pilot

Our platform integrates with the tools you already use to build advanced automation workflows and close the loop with the customer faster than ever before; helping you eliminate miscommunication troubles and allow every team to leverage accurate CX data in their decision-making.

Chattermill's workflows feature has enabled Goodiebox's Team Happiness department to avoid being "fire-fighty" with problems and switch to being more proactive about CX. Their team used to jump on issues that were not that big when put into perspective, but thanks to Chattermill, they're now far less reactive and more clear around what problems demand the right attention and who is best equipped to solve them quickly.

For more details:

- Here's what we're able to integrate with.
- And here are the languages we're able to work with.

Chattermill for **GROWTH**

Case Studies:

“Chattermill allows us to solve customer problems faster. It puts customer feedback at the heart of what we do. Allowing us to analyse, synthesise and act on hundreds of thousands of pieces of individual feedback.”

Barnaby Hussey-Yeo, Founder & CEO
Cleo



“We are member-centric in everything we do. Being able to understand every conversation we have with our members in detail has been a superpower, and helps us keep our promises to them.”

Lisa-Maria Bruns, Director of Business Intelligence
Goodiebox

GOODIEBOX™



“We’re really excited to be working with Chattermill, the platform allows us to access the hard reach touchpoints of our customer’s journey across multiple channels and focus on the elements that create unique customer experiences that drive our growth.”

Kirsty Macdonald, Head of Customer Experience
Bloom & Wild

BLOOM
& WILD



CLIENT LIST



See Chattermill in action. Traditional CX platforms aren’t providing the depth and speed of insights brands need to decode customer experience and drive meaningful impact

Chattermill integrates multiple sources of customer feedback and categorizes them, empowering CX teams to efficiently analyze the data and to back up their action plans with evidence so decision-makers can act quickly to improve CX.

Request a Demo CTA