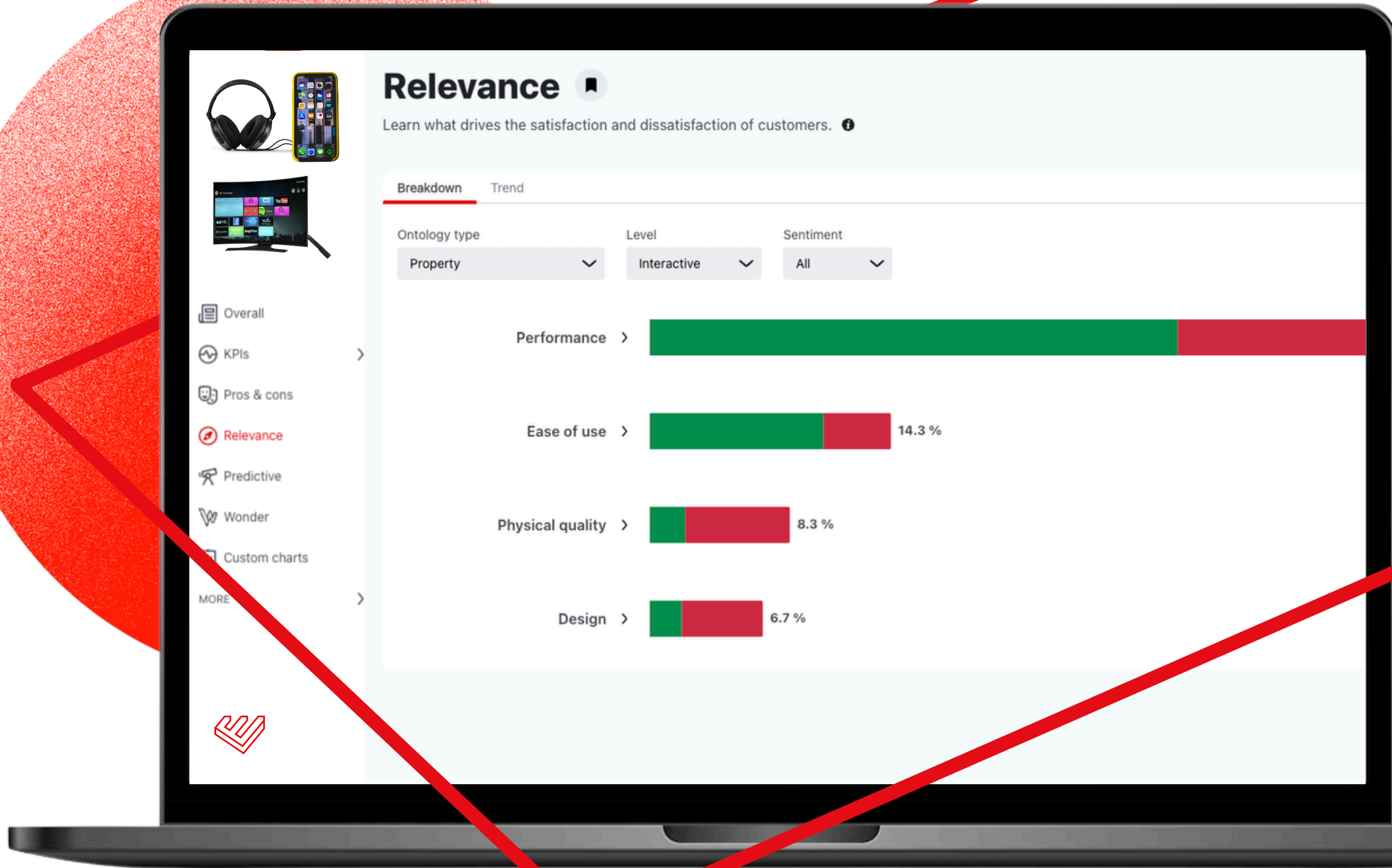




Turn the Voice of the Customer (VoC) into winning decisions

# What Wonderflow can do for **SAMSUNG**

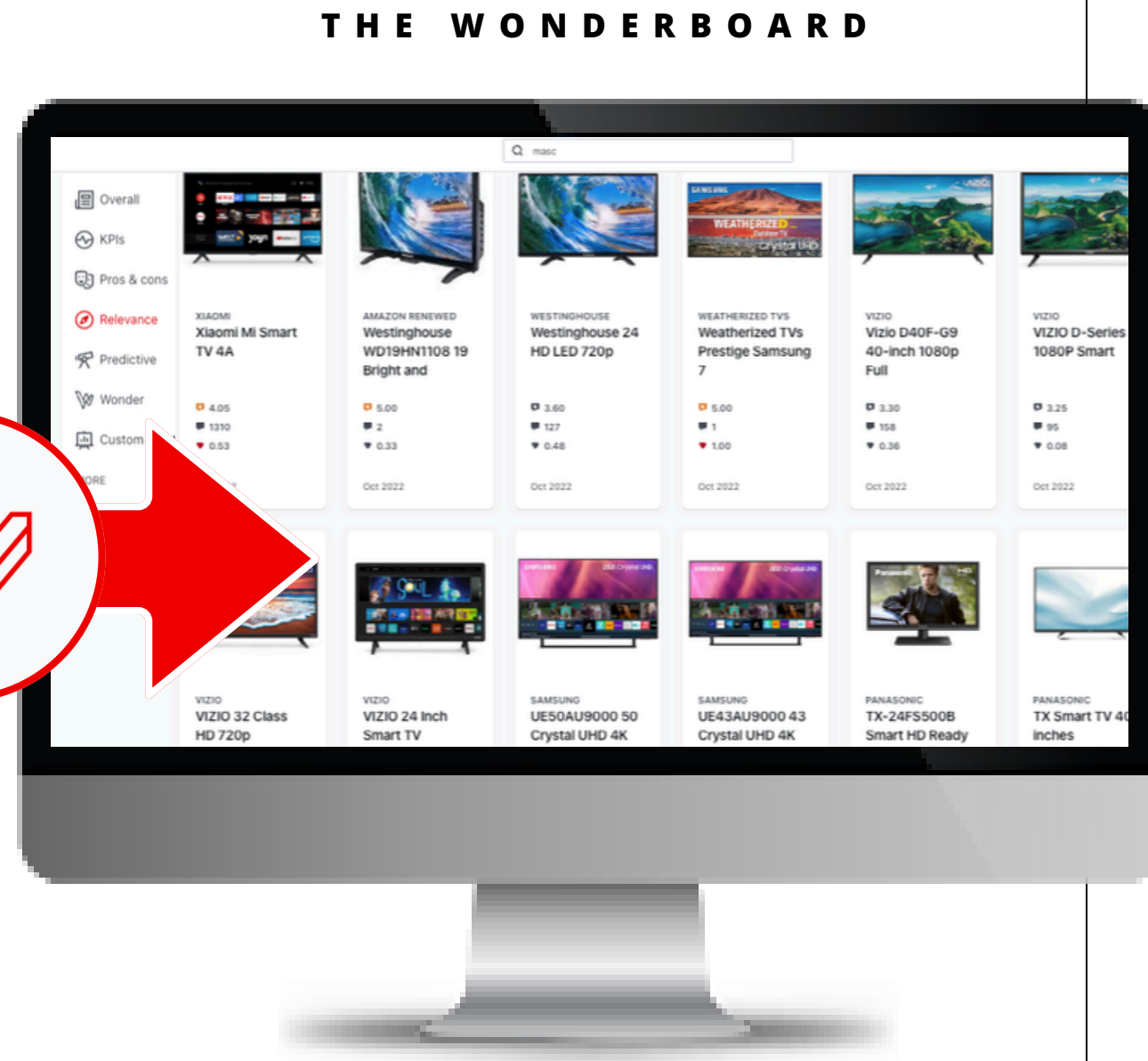



Backed by Massachusetts Institute of Technology

Trusted by

# Millions of consumer electronics reviews. Wonderflow is the expert in turning data into actionable insights.

**500M+**  
REVIEWS AND  
500+ SOURCES  
ANALYZED



Entirely customizable data sources for your needs

Our exemplary online reviews analytics platform analyzes unstructured feedback in one place using top-notch artificial intelligence while presenting results in the simplest way possible.



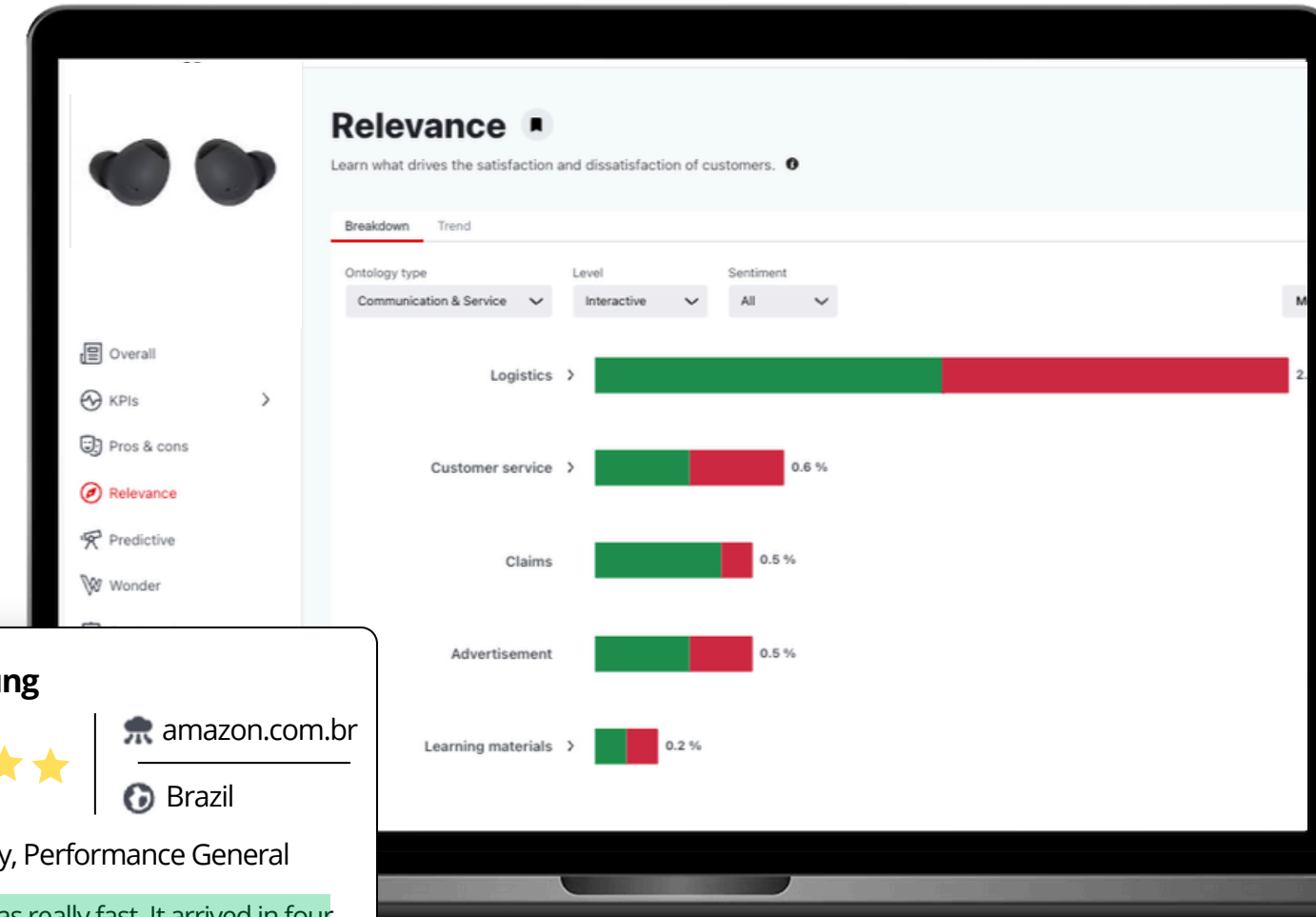
|                                |             |            |
|--------------------------------|-------------|------------|
| Total reviews                  | 2,193       | 139,016    |
| Average rating                 | 4.45        | 4.21       |
| Customer sentiment             | 0.81 (high) | 0.62 (mid) |
| Things Gone Wrong (complaints) | 0.59 (mid)  | 0.24 (low) |

Leverage our competitor intelligence to benchmark your products against any rival on a brand-, category-, or SKU- level, to stay ahead.

# Make smarter data-driven decisions to innovate the home appliance category



- 👉 Simplify new appliance launches with Wonderflow's review analytics by quickly addressing complaints and getting instant product recommendations to modify
- 👉 Learn within minutes (and a few clicks) why customers love you more on Amazon than, say, Best Buy, plus where and why on negative sentiments.
- 👉 Drill into over 50 topics that customers often discuss, pinpointing why they're loyal to your brand or why they choose competitors over you.
- 👉 Dominate in specific categories (washing machines, vacuums, fridges, etc.) by extracting insights at category-, brand-, and SKU-levels.
- 👉 See ahead and learn potential sales outcomes with our predictive features that align realistic goals and help avoid failed launches.



**Super Saugleistung**

★★★★★ | amazon.com.br | Brazil

● Design, Delivery, Performance General

Wow. The delivery was really fast. It arrived in four days, and I bought it on a weekend. About the earphone, it's great, it's working perfectly so far, and its quality is very good. I really regret it.

Show original | Source | Share

**Unfortunately insufficient**

★☆☆☆☆ | mediamarkt.de | Germany

● Sound quality ● Lifespan

Great sound. Beautiful color. But unfortunately defective after 18 months. Repair costs more than buying new.



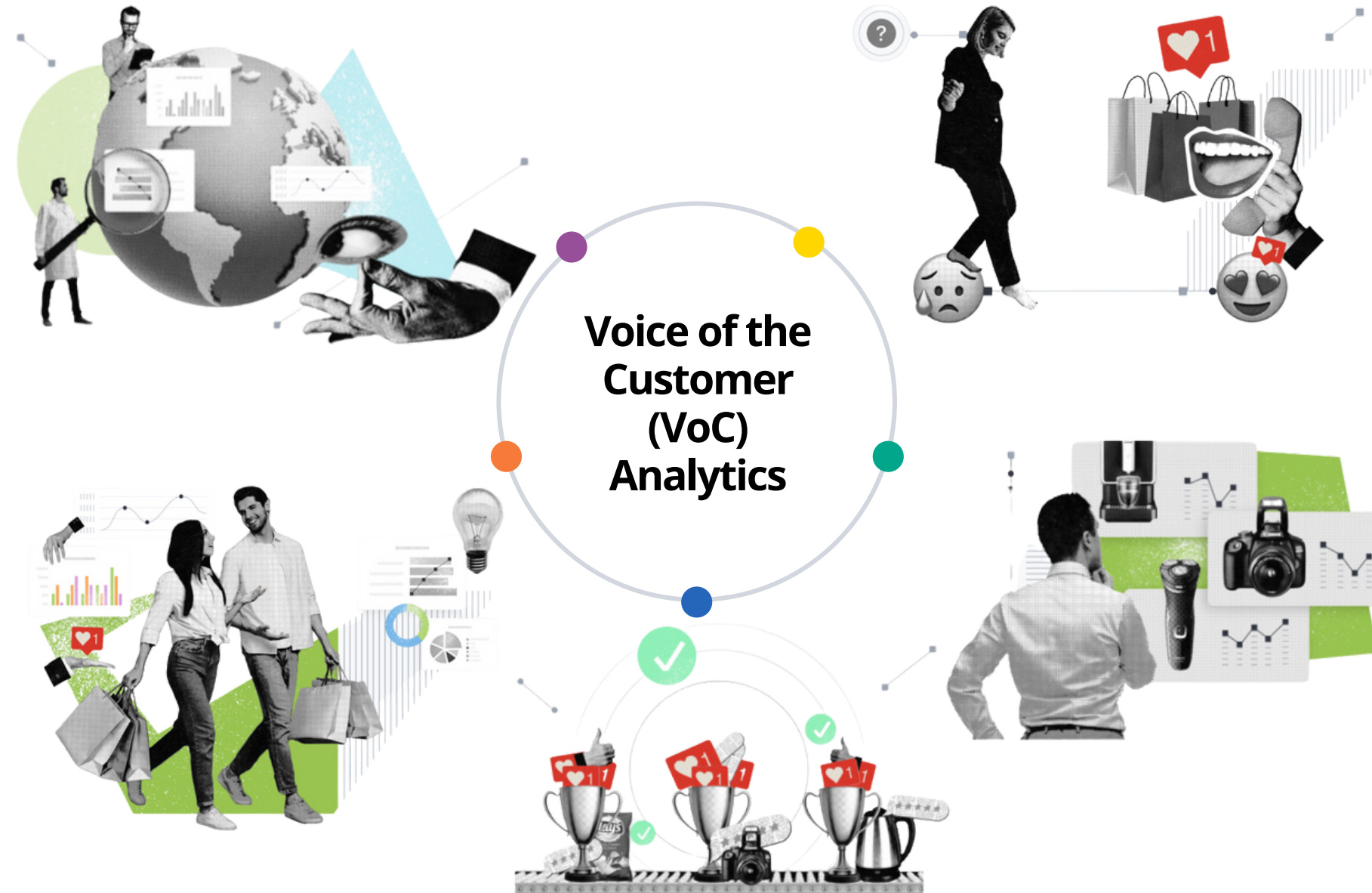
# Wonderflow's VoC Impact on Your Departments

## Marketing, Brand

Convert click-through rates by incorporating popular feedback keywords directly in ads, while personalizing copies based on what customers like/dislike, and flagging market trends on time.

## Digital, E-Commerce

Boost conversation rates and page traffic by pinpointing behavior risks, opportunities, and exact causes of issues while applying actionable insights across key channels.



## Customer Experience , Customer care

Ramp up your NPS and drastically lower complaint emails or calls by getting to the 'WHY' to create specific solutions for specific problems.

## Product, Research & Development

Optimize ratings within days by benchmarking against the best products and competitors (category-to SKU-levels) while using ROI predictions to drive new launches.

## C-Levels, Managers, Board

Eliminate department wars and data siloes company-wide by taking control of big data in one platform while empowering employees to decision-making with real buyer opinions.

# Trusted by the world's best customer-centric brands



Backed by  Massachusetts Institute of Technology

## Secure

Our enterprise-grade solution is ISO 27001 certified and fully GDPR compliant.



## Recognized

We are endorsed by the most iconic research firms. "2023 World's most Advanced and Simplest VoC solution" - OMDIA.



Schedule a call to start your personalized demo today

[Book Now](#)