VOICE OF CUSTOMER

LEXTECH

CUSTOMER EXPERIENCE EXCELLENCE
Become Customer-Centric with Voice of Customer

VoCEX Solution Suite

FeedbackEX
Turn Feedback into Action
- Analyze NPS and CSAT data with advanced Thai and English NLP.
- Instantly create workflows and resolve issues.
- Optimize service quality and customer satisfaction.

EngageEX
Automate Customer Inquiry Management
- Record and analyze every customer request, including images.
- Create workflows and manage escalations seamlessly.
- Deliver faster resolutions with centralized case handling.

EscalateEX
Real-Time API-Driven Action
- Integrate with IoT and other systems effortlessly.
- Enable human interaction with actionable insights from any platforms.
- Transform analysis into real-time actions for your organization.

InsightEX
Smarter Surveys, Real-Time Insights
- Collect and analyze text and image data with AI.
- Get near-instant results with automatically generated dashboards.
- Easily create and launch surveys with a self-service setup.

"ONE SUITE. ENDLESS POSSIBILITIES."

Explore how FeedbackEX, EngageEX, EscalateEX, and InsightEX can elevate your customer experience to new heights.
Visit us at www.lextech.co.th

LEXTECH

OSD
OPTIMUM SOLUTION DEFINED

NETWORK
SOCIAL DATA
INFORMATION