Infosys
equinox

RATINGS & REVIEWS

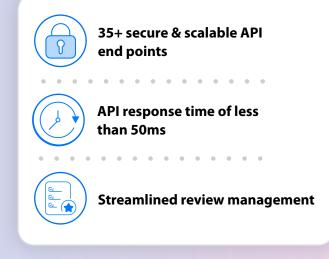## Consolidated customer opinion managed precisely to drive sales

It helps to gain valuable insights into customer opinions and manage product questions & answers efficiently. It enables customers to effortlessly leave their thoughts on products they purchase or explore. It also helps to check out what other customers have to say before making a purchase and enable them to have their voice as part of the shopping conversation.

Infosys Equinox Ratings and Reviews provide a holistic view of customer feedback over variety of products.

A one-stop dashboard for all the reviews, feedback, questions & answers and opinions from customers.

Streamlined review management through auto-classification of reviews thereby saving time and ensuring quality. Drives sales through efficient data management with the help of reports from the reviews.

Aids customer decision making through AI enabled reports, customized support and multiple responses for the queries.

🔒 **35+ secure & scalable API end points**

🕐 **API response time of less than 50ms**

📋 **Streamlined review management**

Features

Manage Ratings, Q & A	Allows to approve or reject the reviews posted by customers. A structured workflow to approve the Q&A thereby displaying only the approved ones.
Classification	Automatic review classification on the dashboard which categorizes the reviews for admin approval thereby saving time and ensuring quality.
Classification Filter	Classification filter helps to get the positive and negative reviews separately.
Report Generation	Ability to generate reports based on "overall ratings" or "recently reviewed"
Question and Answers	Ability to create and view the question-answers for a product using product ID. Answers can be added manually as well for a product. It also supports with the ability to cast a like or unlike vote for an answer to a question which can be quantified through reports.
Responses	Admins can respond to both reviews and questions.
AI Apps	Ability to retrieve the summary and hashtags of the reviews using AI apps. Enables auto rejection of reviews and Q&A if there is any abusive, sexual, offensive or personally identifiable information.

About Infosys Equinox

Infosys Equinox is a future-ready digital commerce and marketing platform built using Microservices-based, API-first, Cloud-native, Headless and eXtensible (MACH-X) architecture that enables businesses to drive human-centric experiences for their customers across touch points.

For more information and a product demo, please reach out to us at: contactus@infosysequinox.com

For more information, contact askus@infosys.com

Infosys
Navigate your next

Infosys.com | NYSE: INFY

Stay Connected