

Gavagai is a Gold Medalist in the 2021 SoftwareReviews Customer Intelligence Data Quadrant

SoftwareReviews Data Quadrant Awards recognize outstanding vendors in the technology marketplace



Sweden, Stockholm, Sep 13, 2021 ([Issuewire.com](https://www.issuewire.com)) - Gavagai is a Gold Medalist in the 2021 SoftwareReviews Customer Intelligence Data Quadrant

Gavagai provides Fast, Multilingual Text Analytics for Customer Intelligence. Gavagai Explorer helps you explore your unknown unknowns from all your customer interactions. Our languages resources are native, and our engine learns continuously and delivers insights to you without any preliminary definition or training of the business or the industry,

We are glad to announce today that Gavagai has been recognized as a gold medallist and leader in the [2021 Customer Intelligence Data Quadrant report](#) from [SoftwareReviews](#), a division of IT research and

consulting firm [Info-Tech Research Group](#). The award is based on the collective knowledge of real users and placement is based on satisfaction with product features, vendor experience, capabilities, and emotional sentiment.

SoftwareReviews named Gavagai a gold medalist as it received a **9.0** composite score, which represents the complete and aggregated satisfaction score from end-users. Vendor Support and Business Value Created were two of the strongest capabilities associated with Gavagai, resulting in a 100% Plan to Renew reported by their users. Gavagai also secured the top satisfaction scores in a variety of areas representing vendor capabilities and product features including:

- Ease of Implementation
- Quality of Features
- Breadth of Features

Gavagai also received an Emotional Footprint score of **+98**, receiving top scores around transparency, fairness, and acting with integrity. Emotional Footprint Metrics in which Gavagai ranked highly include:

- Being a Respectful Vendor
- Enabling Productivity
- Client Friendly Policies

The Emotional Footprint makes the SoftwareReviews Data Quadrant unique as it is the inclusion of aggregated emotional response ratings in the areas of service, negotiation, product impact, conflict resolution, and strategy and innovation. This creates a powerful indicator of overall user feeling toward the vendor and its product from the software users' point of view.

"We are proud and honoured to be one of few companies to get recognized as an award-winning champion in the Customer Intelligence 2021 category," said Charlotte Söderhjelm, CCO at Gavagai AB. "It gives us immense satisfaction finding out that our customers and partners find a tremendous value in our software and services. We are glad to discover that our teams are doing everything they can and going beyond to satisfy our users. And this is just the beginning!"

About SoftwareReviews Data Quadrant Awards and Software Reports:

SoftwareReviews Data Quadrant Awards recognize outstanding vendors in the technology marketplace as evaluated by their users annually. Top vendors in a software category are eligible to receive Data Quadrant Gold Medals, provided their net-promoter scores meet the threshold for sufficiently high user satisfaction across four areas of evaluation: vendor capabilities, product features, likeliness to recommend, and vendor experience. In-depth product evaluation reports are available at <http://www.softwarereviews.com>.

About SoftwareReviews:

SoftwareReviews is a division of [Info-Tech Research Group](#), a world-class IT research, and consulting firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationships.

By collecting real data from IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.

[About Gavagai](#)

What Your Customers Say, Explorer Understands!

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