bitext

CX Customer Experience
First User Guide

1 Log in into our website

2 Create a New Project

Be careful with the requirements!
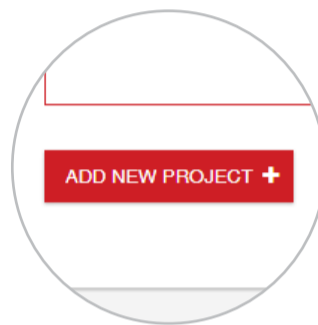
ADD NEW PROJECT +
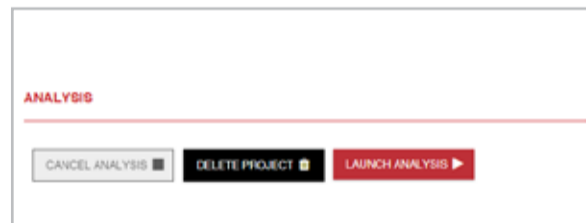
3 Instructions for the New Project

a. Maximum file size 5MB
b. File format .xlsx
c. Text to analyze needs to be in the first column

a. Pick a name
b. Select a language
c. Select empty coding plan
d. Name the coding plan

4 Launch the Analysis!

ANALYSIS

CANCEL ANALYSIS ■   DELETE PROJECT 🗑   LAUNCH ANALYSIS ▶

5 Download Results

Download an excel doc with the end results
(Topic Sentiment and General Topic analysis will be done without any manual input from your side)

6 Edit your Coding Plan

You will see we suggest topics ordered by frequency, use the to create or edit your coding plan

7 Iterate to Categorize

Once you are done editing your coding plan, return to "My Projects" and run the analysis

8 Your data will be categorized and analyzed for sentiment results!

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