

Game-changing experience management software

Alterna CX simplifies and analyzes complex CX signals from various sources, including surveys, texts, complaints, social conversations, and other interactions.

[Request a Demo](#)

"Honorable Mention in Gartner's
Magic Quadrant for Voice of the
Customer 2020."

[Learn More](#)[Learn More](#)



Decreased complaints by **20%**



Increased NPS by **18** points



Saved **200+** hours of manual analysis

AI-Based Customer Experience

We offer AI based customer experience analytics to transform feedback into revenue, loyalty and product adoption. Our solutions deliver tangible ROI swiftly without involvement from technical teams.



Use **85+** ready data sources for unified Voice of Customer insights



Measure customer experience analytics directly via oCX, no surveys needed



Go beyond sentiment analysis with emotion analytics and trends



Identify drivers affecting KPI's like NPS, CSAT and retention, churn



Share insights with your teams through ready workflows to turn things around

Explore Our Product



ALTERNACX

Topic Discovery

Home Page

Insight Center

Feedback Analysis

Topic Discovery

Driver Simulation

Satisfaction Profiler

Dashboard

Action Management

Report Management

Feedback List

Search feedback

Newest

2/5

All of a sudden right before Christmas They dropped my purchase power down to \$80 I even try to pay off one of my other purchases to give me more to make a new purchase and it didn't. So I wasted money that I could have used towards the purchase just to get screwed over and pay them earlier and not get it at it added to my purchase power. After reading the last few reviews it seems to be the way they're doing it. My guess they're struggling having enough to give everybody thanks for ruining c

Complaint Price / Product Price

December 19, 2022 3:00 AM

4/5

An entire year of on time payment history and my purchase power drops to basically nothing for no reason. Thanks, I'll be using afterpay instead now!!

Pleasure Payment / Payment

December 19, 2022 3:00 AM

1/5

One Minute they will tell you that you have a 200 dollar purchase power the next minute they only give you 150 and want you to pay extra on the first payment. This app used to be really good I'm not impressed with their current terms and the lack of rewarding you for successful payment. I would suggest using another app this one ain't it

Complaint Payment / Payment Products / Payments

December 19, 2022 3:00 AM

1

2

3

...

7434

>

10 74334 records

Topic List

Search main topic

All (74334)

Smart Topics

Web or Mobile App

Customer Services

Product

Product Exploration and Order

Shipping and Delivery

Price

27% (19972)

25% (18230)

23% (17045)

21% (15410)

8% (5983)

7.5% (5603)

6.7% (4959)

Apply

Sub Topic

Search sub topic

Smart Topics

Web or Mobile App

Customer Services

Product

Product Exploration and Order

Shipping and Delivery

Price

Payment

27% (19972)

25% (18230)

23% (17045)

21% (15410)

8% (5983)

7.5% (5603)

6.7% (4959)

5.2% (3902)

Let's start!

How does it work?

Smart Topics include topics that are not assigned any topic by clustering feedback. It works at regular intervals. It can contain multiple clusters, you can preview the words in them by hovering over the clusters!

Give Feedback

Last 3 Months

Filter

Sentiment: All

Ada

Recent News



Introducing oCX, the New, AI-Generated CX Metric

- oCX, or “Observational Experience,” is a unique metric that assesses the quality of a company’s customer experience without relying on traditional surveys.
- This metric is powered by AI technology that analyzes individual customer opinions expressed in unsolicited text comments on social media, review sites, and other online platforms.



Top Online Food Delivery Brands Report

- AI based analysis of 350,000 customer reviews in 2023 of top 80 brands in the world including DoorDash, Uber Eats, Just Eat and Grab
- Introduction of oCX: Observational Customer Experience score – an objective metric to quantify customer reviews
- Cultural and local trends in food delivery experiences in North America, Europe, and Asia



Neobanks oCX Report February 2025

- AI-driven analysis of 130,000+ customer reviews from 2024, covering 40+ leading US neobanks like Chime, Revolut, and Wise.
- Biggest Challenges for Neobanks
- oCX Leaderboard of top 30 Neobanks
- Top-performing neobanks vs. traditional banks – See which brands lead in CX and where digital banks must improve.

Get a Personalized Demo with Your Data!

Join category-leading companies and start driving growth, reducing churn, and building loyalty with Alterna’s AI technology!

[Get a Personalized Demo](#)



- Product ▾
- Solutions ▾
- oCX Score ▾
- Customers
- Resources ▾
- Company ▾

Try Now

- Voice of Customer
- oCX Reports
- Ebooks
- Careers
- Voice of Employee
- Customer Stories
- Integrations
- Sentiment Analysis
- Book a Demo
- Emotion Analysis

