

Transform complaints into a critical part of your success



With AI-powered predictive insights and human expertise, the PositivityTech® platform uses customer complaints to identify and resolve company policies and practices that lead to “High-Risk Interactions.” Improve customer outcomes, reduce risk, and increase customer retention with PositivityTech.

What we offer

The PositivityTech platform offers financial institution executives the ability to listen directly to their customers’ complaints, and connect their words to product, policy, and operational decisions that are meaningful to all stakeholders.

Our features

With PositivityTech, capture the journey of customer complaints, and access diagnostics of the most pressing customer pain points, predictive scoring to understand regulatory threats, and financial modeling linking customer frustrations to business impact.



Deliver differentiated experiences

Assure you can reach your strategic growth goals by proactively understanding and responding to customer issues and predicting levels of dissatisfaction – at scale and like never before.



Gain a competitive edge

Get an inside look at millions of industry-wide consumer complaints, identifying business risks, understanding customer frustrations, and predicting issues before they arise.



Get ahead of risks

With PositivityTech’s trigger algorithms, find fast-growing “High-Risk Interactions” about fraud, credit cards, account closures, and more.