Nuance™
Multilingual Verbatim Coding Services

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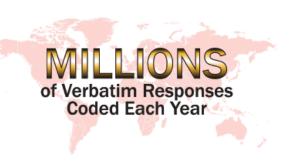
Helping clients discover the meaning behind the words.

Surveys, customer relationship management (CRM) systems, interactive voice response (IVR) systems, social media data, and other types of feedback systems create massive amounts of unstructured data (voice and text). Most of this textual data is never fully analyzed or understood.

At Nuance™, a Decision Analyst® company, we help companies extract, understand, and quantify the meaning of verbatim comments (answers to open-ended questions or prompts).

LEARN MORE

MILLIONS
of Verbatim Responses Coded Each Year

Coding Options

Nuance™ codes text files, handwritten text, audio-recorded comments (phone surveys, CRM, or IVR responses), and images. So regardless of the type of customer feedback, we can code the responses to extract the substance and meaning you need in order to make the best business decisions possible.

Languages

- Arabic
- Chinese
- Dutch
- English

- French
- German
- Hindi

- Italian
- Japanese
- Korean
- Portuguese

- Russian
- Spanish

Additional Languages Available

Text Analytics

Do you have thousands of customer comments but no time to read them to discover what they are saying? Are you unsure which format your data should be in? Are you curious about the advantages of both verbatim coding and text analytics? Check out our FAQs for answers to these questions and more, or contact us for additional information.