unitQ

Quality Excellence **Awards**

Companies dedicated to driving
high quality experiences

In an era of instant, multichannel customer feedback, AI has become crucial to understanding customer feedback at scale to empower product, engineering, and support teams to drive higher quality products, services and experiences.

unitQ takes an insider's look at what it means to drive high-quality experiences by using its proprietary AI and ML algorithms to translate, categorize and summarize 21,652,720 pieces of publicly available Google Play Store and Apple App Store user reviews for 4,465 of Android and iOS's top mobile applications in Fall 2023.

The data from public user reviews, which is just one of many customer feedback sources that unitQ analyzes, surfaces key insights into Quality Issues, Feature Requests, and 4-star reviews on the brink of 5-star reviews in a more detailed Fall 2023 Benchmark report **here.**

Of these 4,465 applications analyzed by unitQ's proprietary AI, unitQ is pleased to announce 50 Leaders as recipients of the unitQ Quality Excellence Award. This award celebrates companies and their respective product, engineering and customer experience leaders who are committed to delivering consistently high-quality products and services – which shows in the unbiased, public feedback from their users.
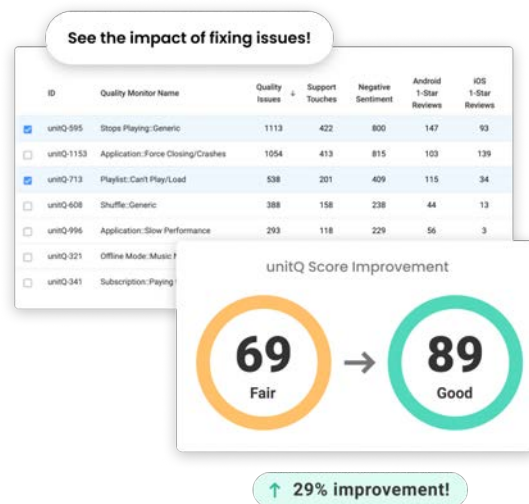
unitQ Score: New benchmark for quality experiences

Recipients selected were among those companies that averaged the highest unitQ Score based on analysis of publicly available Google Store and Apple App Store reviews in Fall 2023.

The unitQ Score is an unbiased and proprietary machine-generated scoring algorithm that represents the percentage of a company's users reporting a frictionless experience with their product or service.

It analyzes real-time user feedback from all public and private channels to reflect user sentiment and satisfaction, and represents the gap between what users expect and their actual experience. The higher your unitQ score, the higher your customer satisfaction across every touchpoint of your customer journey.

unitQ Scores range from Epic to Poor. A unitQ Score of 90 means that for every 100 reviews, just 10 of these reviews surfaced a Quality Issue. A Quality Issue arises when the user experience does not match user expectations, therefore creating user friction.

unitQ score rankings

Epic: 90-100	**Fair: 51-69**
Good: 70-89	**Poor: 1-50**

And the Quality Excellence Awards go to ...

Fall 2023 Quality Excellence Award Recipients

Social Networking

1. Boo - 92
2. Yubo - 88
3. TikTok - 88
4. Bigo Live - 87
5. Wink - 84

Education

1. Socratic - 90
2. GuitarTuna - 90
3. Photomath - 86
4. EWA - 86
5. Mimo - 80

Finance

1. Clearpay - 97
2. Rocket Mortgage - 96
3. Vanquis Bank - 95
4. U.S. Bank - 92
5. Starling Bank - 85

Food & Drink

1. Crumbl Cookies - 90
2. Wine.com - 86
3. Zomato - 84
4. Snappy Shopper - 84
5. Tasty - 83

Gaming

1. Doomsday: Last Survivors - 95
2. Avatar World: City Life - 90
3. Subway Surfers - 88
4. Survivor!.io - 83
5. Zynga Poker - 80

Health & Fitness

1. Down Dog - 92
2. GoodRx - 91
3. Ten Percent Happier - 90
4. The Fabulous - 81
5. Orangetheory - 81

Music

1. YouTube Music - 94
2. ZEDGE - 88
3. Groovepad - 86
4. Audiomack - 82
5. Simple Radio - 81

Photo & Video

1. Vixer - 91
2. Amazon Photos - 88
3. PhotoRoom - 87
4. Google Photos - 87
5. Shutterfly - 85

Shopping

1. Weedmaps - 87
2. Wish - 83
3. Chewy - 83
4. Under Armour - 82
5. Zappos - 80

Travel

1. Wyndham Hotels - 90
2. Turo - 89
3. Booking.com - 87
4. Tripadvisor - 84
5. BlaBlaCar - 80

Quality Excellence Leaders: Social Networking Apps

Boo `92 Epic`

Boo is the app for connecting with compatible and like-minded souls. Date, chat, match, make friends and meet new people by personality.

What do users love about Boo?
- Users love the unique personality based matching system
- The app is very original compared to other social apps

What do Boo users want?
- Ability to see who likes them
- Ability to filter on personality types
- Direct messaging with liked users

Yubo `88 Good`

Yubo is your live social discovery app. Join the fun, chat, play games, and live stream.

What do users love about Yubo?
- The app has a great interface
- Users can easily meet people and make meaningful connections

What do Yubo users want?
- Ability to to add people by searching the local area they live in
- Ability to choose the age range of people they talk to
- Add features to see who likes or follows users

TikTok `88 Good`

TikTok is THE destination for mobile videos. On TikTok, short-form videos are exciting, spontaneous, and genuine. Whether you're a sports fanatic, a pet enthusiast, or just looking for a laugh, there's something for everyone on TikTok.

What do users love about TikTok?
- Users describe the app as "very good"
- Users also say they are generally satisfied with the app's quality and performance

What do TikTok users want?
- Add a dislike button
- Enable photo comments
- All translation of comments

Bigo Live `87 Good`

Bigo is dedicated to connecting the world and enabling everyone to share beautiful moments. With a vision to be a content platform that inspires one billion people's lives, Bigo aims to empower a new generation of users with an exciting new social language where they can showcase, discover and stay connected.

What do users love about Bigo?
- It's easy to share and stay connected with others
- Users say it's easy to create content with the app

What do Bigo users want?
- Ability to switch between vertical, horizontal modes
- Stricter measures to address trolls, inappropriate content
- Option to play YouTube videos on main live screen

Wink `84 Good`

Wink is a social media app intended to help Snapchat users find new friends. Users create brief profiles that include a name, age, country, and gender, and they then choose who they'd like to meet based on the same criteria.

What do users love about Wink?
- Great app for meeting people around you
- Simple app, great user interface

What do Wink users want?
- Users are requesting the return of the original Wink app
- Users want paywall removal to see who liked them
- Users want the number of fake profiles reduced

Quality Excellence Leaders: Education Apps

Socratic `90 Epic`

Socratic was built to support Science, Math, Literature, Social Studies and more. Socratic brings visual explanations of important concepts in each subject.

What do users love about Socratic?

- Explanations make concepts easy to understand
- Highly recommended by students, makes studies enjoyable

What do Socratic users want?

- Offline support, dark mode and additional languages
- Integrate with AI to improve accuracy of solutions to questions
- Users want the ability to upload and use images within the app

GuitarTuna `90 Epic`

GuitarTuna, one of the top instrument tuner apps in the world, is the tune-and-play choice for musicians everywhere.

What do users love about GuitarTuna?

- It's a fun and useful app that seems to keep getting better
- Users consistently describe the app as "very good"

What do GuitarTuna users want?

- Users want a feature to learn by notes
- Ability to sync learning progress between devices
- Allow users to choose different guitars within the app

Photomath `86 Good`

Photomath is one of the world's most used math apps. Photomath's mission is to help people understand math one step at a time, and believes that everyone can be good at math!

What do users love about Photomath?

- App provides detailed explanations
- Makes math learning easier and enjoyable

What do Photomath users want?

- Return of free step-by-step solutions
- Ability to solve word problems
- Enhanced design for tablets

EWA `86 Good`

EWA combines the best-in-class language learning methods with your favorite movie characters and most beloved books.

What do users love about EWA?

- Users love that books are in text and audio
- Lessons are conveniently divided into levels and topics

What do EWA users want?

- Offer more affordable pricing options
- Add dark mode, and offline support
- Users are asking for more beginner-friendly content

Mimo `80 Good`

Mimo helps you learn the most popular programming languages like HTML, JavaScript, CSS, Python, SQL, and reach your coding goals.

What do users love about Mimo?

- Easy, enjoyable and accessible for beginners
- The app includes very clear explanations

What do Mimo users want?

- Users want more programming languages to learn about
- Ability to set a profile picture
- Enable messaging between users

Quality Excellence Leaders: Finance Apps

Clearpay   `97 Epic`

Shop now, pay in 4 interest-free installments over six weeks. Discover thousands of brands and millions of products, online and in-store. Earn rewards when you pay on time.

What do users love about Clearpay?

- Ability to make early payments and gain rewards for each payment
- Notifications before autopayments are taken

What do Clearpay users want?

- Popular retailers like Adidas, Nike and Zara to join Clearpay
- Telephone-based support services
- Option for monthly payments

Rocket Mortgage   `96 Epic`

Rocket Mortgage is America's largest mortgage lender, helping millions achieve the dream of home ownership. We've revolutionized the industry with the world's very first online mortgage experience.

What do users love about Rocket Mortgage?

- Ability to manage all aspects of their mortgage in one place
- Users appreciate convenient, quick payment process

What do Rocket Mortgage users want?

- Enhanced ability to track progress and savings with extra payments
- Improvements to layout, navigation and customization options
- Timely notifications when time-sensitive documents are sent

Vanquis Bank   `95 Epic`

Initially launched as a credit card pilot in 2002, Vanquis has evolved to offering credit cards and loans, and is now a key player in the credit card market for customers who are not well served by mainstream lenders.

What do users love about Vanquis Bank?

- Ease of use and quick navigation
- App is convenient to keep on top of payments and credit limits

What do Vanquis Bank users want?

- Apple Face ID for login
- Payment due date reminders
- Viewing of all historic transactions

U.S. Bank   `92 Epic`

The Minneapolis-based bank blends its relationship teams, branches and ATM network with digital tools that allow customers to bank when, where and how they prefer.

What do users love about U.S. Bank?

- Users praise ease of use and convenience, particularly mobile check deposit feature
- Convenient to use when traveling

What do U.S. Bank users want?

- Dark mode
- Notifications for purchases
- Memo field for internal transfers

Starling Bank   `85 Good`

Starling Bank is a fully-licensed app-based bank with the aim of giving customers a fairer, smarter and more human alternative to traditional banks.

What do users love about Starling Bank?

- Users appreciate the excellent customer service provided
- Users enjoy the helpful in-app tips

What do Starling users want?

- Show outstanding payments when splitting payments with someone
- Pay early feature
- Ability to delete spaces

Quality Excellence Leaders: Food & Drink Apps

Crumbl Cookies

90 Epic

Crumbl is the fastest-growing cookie company in the nation with over 700 locations in the USA and Canada. Whether you need cookie pickup, delivery, shipping, or catering, we'll serve your favorite cookies, your favorite way.

What do users love about Crumbl Cookies?

- Users describe the cookies as the best they've ever had
- App is amazing and easy to use

What do Crumbl Cookies users want?

- Option to pre-order and pay in store
- Ability to select specific flavors for carryout boxes
- List all available cookies

Wine.com

86 Good

Wine.com was created to revolutionize the way people discover, buy and enjoy wine. Wine.com has the world's largest selection, paired with expert guidance and unmatched convenience.

What do users love about Wine.com?

- Great selection of products
- Easy ordering process

What do Wine.com users want?

- More convenient delivery options, such as same day or scheduled delivery
- Ensure popular wines are consistently in stock
- Optimize app for faster ordering and browsing

Zomato

84 Good

From dining out at the coziest hidden gems to food delivery from swanky restaurants to serving the most incredible food, Zomato covers it all. Explore top restaurants, menus, and millions of photos and reviews.

What do users love about Zomato?

- Users like the convenience and ease of use of the app
- Users say the service and food are amazing

What do Zomato users want?

- Option to customize food preferences
- Ability to edit posted reviews and post reviews without photos
- Add more restaurant options

Snappy Shopper

84 Good

The Snappy Shopper home delivery service makes it super easy to get your groceries delivered to your door in as little as 30 minutes, all whilst supporting your local convenience store.

What do users love about Snappy Shopper?

- Wide range of products offered
- Reliable and friendly service

What do Snappy Shopper users want?

- Messaging feature to communicate with stores for substitutions
- Back button functionality to take users to the shop selection, not login screen
- Option to view ordered items while awaiting delivery

Tasty

83 Good

Tasty has over 3,000 tasty recipes at your fingertips. Tasty serves as your very own mobile cookbook, and an innovative search tool that allows you to filter by any ingredients, cuisine and social occasion you're in the mood for.

What do users love about Tasty?

- Wide variety of delicious and easy-to-follow recipes
- Ability to customize serving sizes

What do Tasty users want?

- Nutritional facts for recipes
- Measurement conversions
- Ability to filter recipes based on dietary restrictions, including allergies and gluten-free options

Quality Excellence Leaders: Gaming Apps

Doomsday: Last Survivors — 95 Epic

Doomsday: Last Survivors is a zombie survival strategy game with multiplayer online competition and real-time strategy elements. Survivors must fight for their lives and for the future of humanity.

What do users love about Doomsday: Last Survivors?
- Users consistently rate the app as a "good game"
- App is easy and beautiful

What do Doomsday: Last Survivors users want?
- Lower the difficulty of legendary drops
- Remove the need for alliances
- Focus more on action rather than building

Avatar World: City Life — 90 Epic

Explore and experience a fun and super cute world, full of incredible locations, towns, cities and characters, with endless items and avatars to interact with.

What do users love about Avatar World: City Life?
- Many users give 5 stars for graphics, avatars and entertainment value
- Users consistently rate the app "very good and express their satisfaction

What do Avatar World: City Life users want?
- Option to create and decorate houses
- Expand the game to new places such as a gym, pet store and university
- More outfits and customization options

Subway Surfers — 88 Good

The aim of the game is to outrun a train inspector while dodging oncoming trains, barriers and other objects. Collecting coins on the way gives players advantages such as hoverboards and high scores.

What do users love about Subway Surfers?
- Entertaining game play, vibrant graphics
- Regular updates, diverse characters

What do Subway Surfers users want?
- Ability to assign hoverboards to each character
- Addition of new levels and maps
- Practice mode

Survivor!.io — 83 Good

Dangerous zombies are attacking the entire city! As a human warrior with unlimited potential, you and other survivors will have to pick up your weapons and battle these evil and dangerous zombies!

What do users love about Survivor!.io?
- Entertaining, addictive and non-annoying advertising gameplay
- Abundance of content

What do Survivor!.io users want?
- Reduced game difficulty
- Option to save progress
- Option to watch ads for extra rewards

Zynga Poker — 80 Good

Zynga Poker is one of the world's most popular online free poker games with more tables, more tournaments, more jackpots, and more players to challenge than ever before! Zynga Poker is your home for authentic gameplay.

What do users love about Zynga Poker – Texas Hold'em?
- Generous in-app rewards
- Good practice and great for learning poker

What do Zynga Poker Texas Hold'em users want?
- Reduce minimum blinds
- Show all player hands after river card
- Hide folded cards

Quality Excellence Leaders: Health & Fitness Apps

Down Dog `92 Epic`

Select your time, level, focus, voice, and music, and Down Dog creates a unique, personalized yoga practice every time.

What do users love about Down Dog?

- Users rave about the variety of yoga styles and practices
- Users like the clear instructions provided by the app

What do Down Dog users want?

- Ability to exclude postures or to have alternatives based on pain
- Inclusion of warm up exercises before advanced routines
- Couples yoga practices

GoodRx `91 Epic`

GoodRx is your solution to convenient and affordable medications. Find discounts up to 80% on prescriptions and save money on what matters. GoodRx is a free pharmacy coupons app that helps millions of Americans save money on pills, prescription drugs and medical costs.

What do users love about GoodRx?

- Saves users money on prescriptions.
- Users find GoodRx more affordable than their insurance

What do GoodRx users want?

- Return of entertaining and funny update release notes
- Ability to delete search history
- Clearer info about which medications can be shipped or picked up

Ten Percent Happier `90 Epic`

Ten Percent Happier offers courses, meditations, and expert coaching in our app to help anyone learn meditation and reduce stress.

What do users love about Ten Percent Happier?

- Access to world-class meditation teachers
- Ability to customize meditation practice

What do Ten Percent Happier users want?

- Search feature for practitioners
- Support for AppleTV
- Playback speed controls

The Fabulous `81 Good`

Fabulous uses behavioral science to help people make smart changes and build healthy habits.

What do users love about The Fabulous?

- Helps create and maintain positive habits
- Great support and organization

What do The Fabulous users want?

- Ability to customize morning routines based on mod or day
- More affordable lifetime purchase option
- Option to rate habits or routines

Orange Theory `81 Good`

Orangetheory provides science-backed, technology-tracked, and coach-inspired group fitness classes. Orangetheory makes it easy for you to push yourself to be your personal best and give you more.

What do users love about Orange Theory?

- Motivating trainers
- User-friendly interface

What do Orange Theory users want?

- Automatic calendar integration for waitlisted classes
- App reminders for upcoming classes.
- Option to track the number of classes attended

Quality Excellence Leaders: Music Apps

YouTube Music

94 Epic

With YouTube Music, you can listen to official songs, albums, playlists, artist radios, remixes and live versions of songs as well as watch music videos.

What do users love about YouTube Music?

- Users appreciate unlimited skips
- Ability to have a blend of YouTube videos and songs in the same playlist

What do YouTube Music users want?

- Higher quality audio
- More songs with lyrics
- Option to change playlist images

ZEDGE

88 Good

Feeling super-heroic today? Or is this more of a cat-with-wool-hat-and-glasses kind of day? ZEDGE has ringtones and wallpapers that match all of your moods and expressions.

What do users love about ZEDGE?

- Users consistently praise the app as being "super" "good" and "nice"
- ZEDGE is great for wallpapers, ringtones and notification bells

What do ZEDGE users want?

- Option to filter out vulgar content
- Longer ringtone options and more sounds
- Offline mode

Groovepad

86 Good

Become a DJ with Groovepad! Bring musical dreams to life by creating groovy, smooth-sounding music easily! Groovepad is an easy-to-use music maker app guaranteed to bring out the artist in you.

What do users love about Groovepad?

- Users appreciate the ability to create personalized music and beats
- App gets your creative juices flowing

What do Groovepad users want?

- Ability to mix sounds from different samples and create their own effects
- Option to share via WhatsApp and other apps
- Voice over and voice changer

Audiomack

82 Good

Audiomack is the global streaming music app that lets you download and offline the hottest albums, songs, mixtapes and playlists.

What do users love about Audiomack?

- Users consistently describe the app as "good" and express their satisfaction with it
- Users say they often recommend app to others

What do Audiomack users want?

- Offline lyrics
- Option to see what others are listening to
- Ability to see album covers and lyrics

Simple Radio

81 Good

Streema (Simple Radio) is a free online radio tuner to discover, share, and listen to radio stations with your friends. Listen to more than 70,000 radio stations and watch more than 10,000 TV stations.

What do users love about Simple Radio?

- Works well with Android Auto
- Easy-to-search stations

What do Simple Radio users want?

- Ability to resume playing after a call
- Offline playback
- Recording button

Quality Excellence Leaders: Photo & Video Apps

Vixer   `91 Epic`

Edit and merge multiple videos and photos into one gorgeous movie. Add filters, frames and your favorite music to really make it unique.

What do users love about Vixer?

- Ease of use and intuitive interface
- Seamless editing capabilities and the ability to create stunning reels and videos for social media

What do Vixer users want?

- Ability to link music from Spotify
- Fade to black transition
- Search function for music

Amazon Photos   `88 Good`

Amazon Photos lets you store, print, and share full-resolution photos, keeping favorite moments secure and in the spotlight.

What do users love about Amazon Photos?

- Users appreciate the convenience, reliability, and ease of use of the app
- Excellent organizational and search features

What do Amazon Photos users want?

- Automatic removal of duplicates
- Keyword search
- Increased video storage capacity

PhotoRoom   `87 Good`

PhotoRoom provides photo editing software powerful enough to create outstanding images yet simple enough to be used without any training. Leveraging deep learning to translate pixels into objects, simplifies tasks such as removing backgrounds from images.

What do users love about PhotoRoom?

- Ease of use and efficiency
- Awesome photo backgrounds

What do PhotoRoom users want?

- Ability to convert designs into vector images
- Ability to save personal templates
- One Time payment option

Google Photos   `87 Good`

Google Photos is the home for all your photos and videos, automatically organized and easy to share.

What do users love about Google Photos?

- Easy to create albums, share album links with friends or family
- Pictures automatically add themselves in date order because it detects the date from the photo

What do Google Photos users want?

- Ability to create folders
- Delete photos from camera roll after adding to an album
- Change album names without creating new ones

Shutterfly   `85 Good`

Welcome to your one-stop shop for personalized photo gifts, holiday cards, home decor, photo books, prints and calendars. Browse custom cards like wedding invitations and birthday cards or photo gifts such as a jigsaw puzzle or a throw blanket.

What do users love about Shutterfly?

- Excellent customer service
- High quality, personalized gifts

What do Shutterfly users want?

- Ability to weed out duplicate photos
- Adding "DO NOT BEND" on mailing folders.
- Ability to upload videos

Quality Excellence Leaders: Shopping Apps

Weedmaps — 87 Good

Weedmaps is a cannabis technology platform providing integrated solutions for cannabis consumers and businesses. It provides info on cannabis products, online ordering, local retailer and brand listings, product discovery and consumer education.

What do users love about Weedmaps?

- Easy to use, navigate and great selection
- Friendly staff and excellent customer service

What do Weedmaps users want?

- Ability to block certain shops
- Provide alerts for availability
- Add a cartridge tab

Wish — 83 Good

Wish is a leading mobile shopping app, connecting millions of customers in over 60 countries to 250,000 merchants globally. Merchants on the Wish online marketplace add new products to their stores every day.

What do users love about Wish?

- Affordable prices and variety of products
- Ease of use and excellent recommendations

What do Wish users want?

- Individual payment for multiple items
- Displaying prices for delivery
- Removal of sold out products

Chewy — 83 Good

Chewy offers great pet supplies ranging from pet food, toys and treats to litter, aquariums, and pet supplements plus so much more!

What do users love about Chewy?

- Amazing customer service, quick delivery and friendly staff
- Great prices, outstanding selection and convenient customization options

What do Chewy users want?

- Send reminders about shipments well in advance
- Dropdown options for faster shopping
- Dark mode

Under Armour — 82 Good

Under Armour's vision is to inspire you with performance solutions you never knew you needed and can't imagine living without.

What do users love about Under Armour?

- Quick and simple navigation
- Affordable and great selection

What do Under Armour users want?

- Ability to select multiple price ranges
- Option to use points when getting a discount
- Improved visibility of items saved for later in the cart

Zappos — 80 Good

We've got everything to satisfy your shopping needs: from on-trend sneakers to stylish flats and comfy boots. In the mood for more shopping? Take a look at our clothing, bags and accessories, too.

What do users love about Zappos?

- Amazing variety of products
- Easy return and ordering process

What do Zappos users want?

- Addition of Apple Pay
- Return of the "Don't Want" option in search
- Package in fewer boxes

Quality Excellence Leaders: Travel Apps

Wyndham Hotels

90 Epic

Wyndham Hotels & Resorts makes travel possible for all. From big cities and small towns to beachfront resorts and highway hotels, our 24 iconic brands bring a diverse perspective to the travel experience.

What do users love about Wyndham Hotels?

- Easy and quick booking process
- Friendly and helpful staff

What do Wyndham Hotels users want?

- Ability to search for non-smoking hotels
- Live chat option for customer support
- Add language settings to the app

Turo

89 Good

Turo is the world's largest peer-to-peer car sharing marketplace where you can book any car you want, wherever you want it, from a vibrant community of local hosts across the US, UK, Canada, and Australia.

What do users love about Turo?

- Users praise Turo for affordability, convenience
- Easy pickup and dropoff process

What do Turo users want?

- Ability to message hosts prior to booking
- Option to book multiple trips for the same day
- More affordable insurance options

Booking.com

87 Good

Booking.com seamlessly connects millions of travelers to memorable experiences, a variety of transportation options, and incredible places to stay – from homes to hotels, and much more.

What do users love about Booking.com?

- Ability to locate great deals on accommodations globally
- Accommodations include friendly staff, cleanliness and good locations

What do Booking.com users want?

- Ability to send messages to accommodations before booking
- Compensation for canceled accommodations
- Landscape mode on tablets

TripAdvisor

84 Good

As a travel guidance company, TripAdvisor brings people, passions and places together. We aim to help make you a better traveler, from travel planning, to booking to taking a trip.

What do users love about TripAdvisor?

- Exceptional service, friendly staff, and beautiful locations of hotels and resorts
- Comprehensive and reliable information on travel, hotels, restaurants, and attractions worldwide

What do TripAdvisor users want?

- Restore the traveler ranking search function
- Allow users to edit reviews and save reviews as drafts
- Sync reviews on the web with the app

BlaBlaCar

80 Good

BlaBlaCar is the world's leading community-based travel app enabling 26 million active members a year to share a ride in 21 countries. Its technology matches drivers with empty seats with passengers heading the same way.

What do users love about BlaBlaCar?

- Users love the app for its convenience, ease of use, and ability to connect with others for shared trips
- Users find the app easy to use and makes their life easier

What do BlaBlaCar users want?

- Ability to rate passengers
- Ability to close the app during the journey
- Ability to leave reviews or ratings for drivers

Spotify &bumble PRIZEPICKS HELLO FRESH ⓟ Pinterest ▲ AllTrails

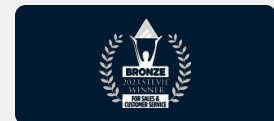dailypay. upwork plex betterhelp ûdemy Uber

About unitQ

As the leading real time customer feedback platform, unitQ empowers companies with AI-powered, actionable insights from user feedback to help them craft high-quality products, services and experiences. unitQ centralizes feedback from all sources and automatically groups it into thousands of granular categories to help organizations discover what matters most to users — all in real time. Category-leading companies like Spotify, Bumble, Pinterest, Chime and HelloFresh rely on unitQ to drive growth, reduce churn and build brand loyalty.

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Awards and recognition

CTO BOARDROOM MEDIA

CB INSIGHTS AI 100 2022

FAST COMPANY

BRONZE 2023 STEVIE WINNER FOR SALES & CUSTOMER SERVICE

G High Performer SUMMER 2023

Check your unitQ Score ➤

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