



CX suite

CX suite

Dashboard

<

Tyler Hawaii

Dashboard

[Voicemail](#) [Feedback](#)

Date Range: 01/01/2024 - 02/29/2024 [Change](#)

All Services ▾

Update

FREQUENCY

8,676

Feedback Submissions

Previous Period: 3,206 ↗ 170.62%

POSITIVE EXPERIENCE

84.57 %

User Ratings

Previous Period: 83.56 % ↗ 1.01%

NEGATIVE EXPERIENCE

7.18 %

User Ratings

Previous Period: 10.32 % ↘ -3.14%

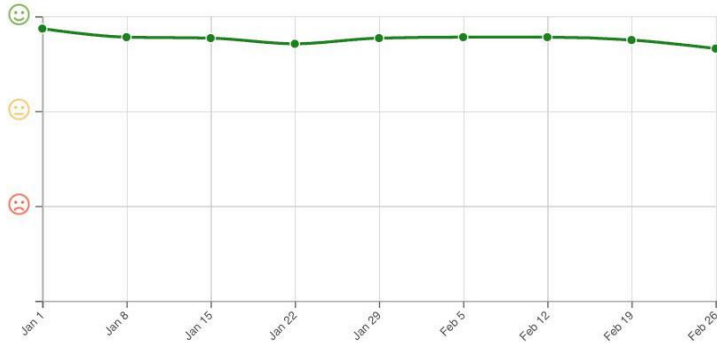
COMMENTS

2,897

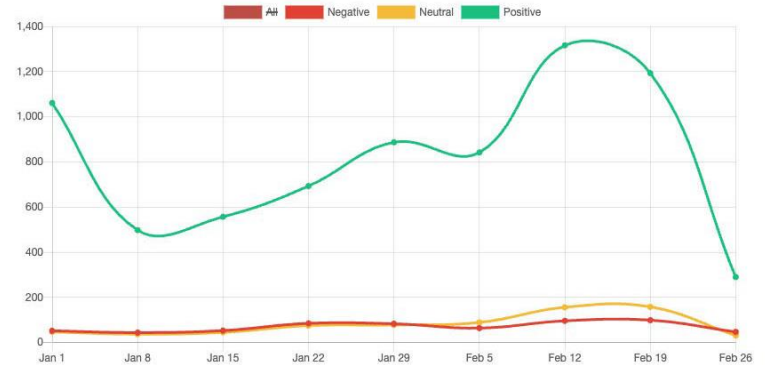
Shared Opinions

Previous Period: 1,242 ↗ 133.25%

Emotional Timeline (Weekly)



Feedback Submissions (Weekly)



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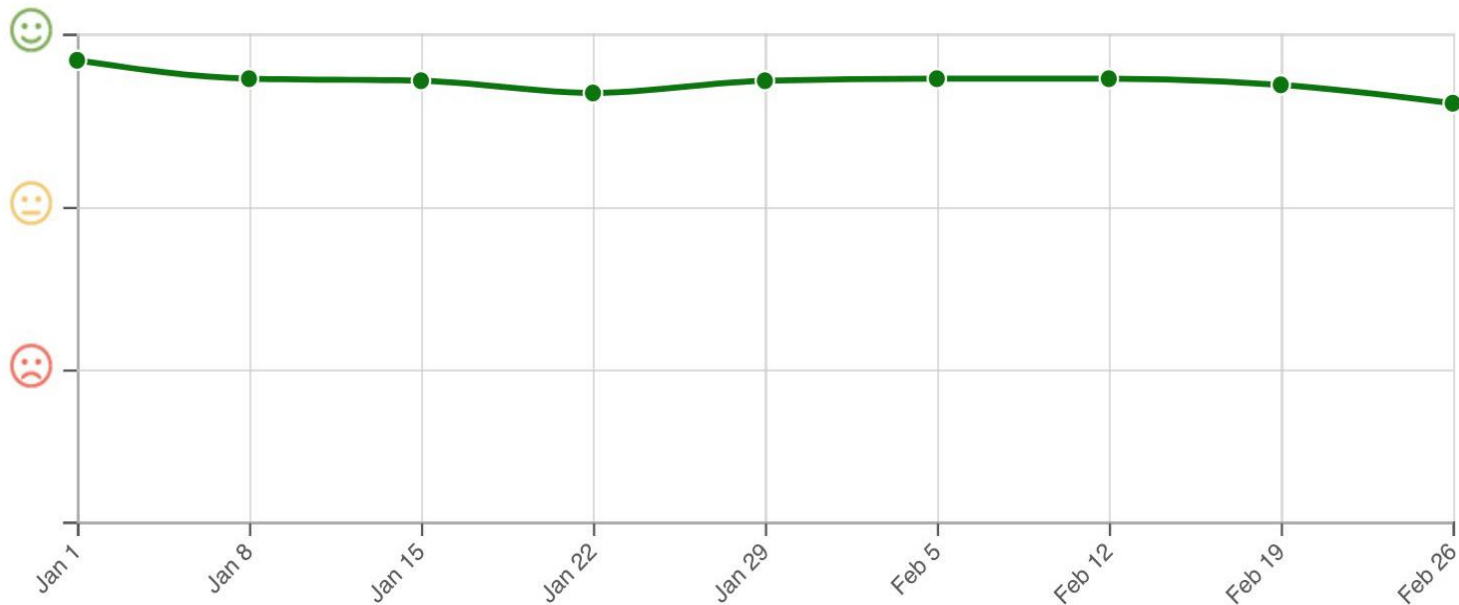
COMMENTS

2,897

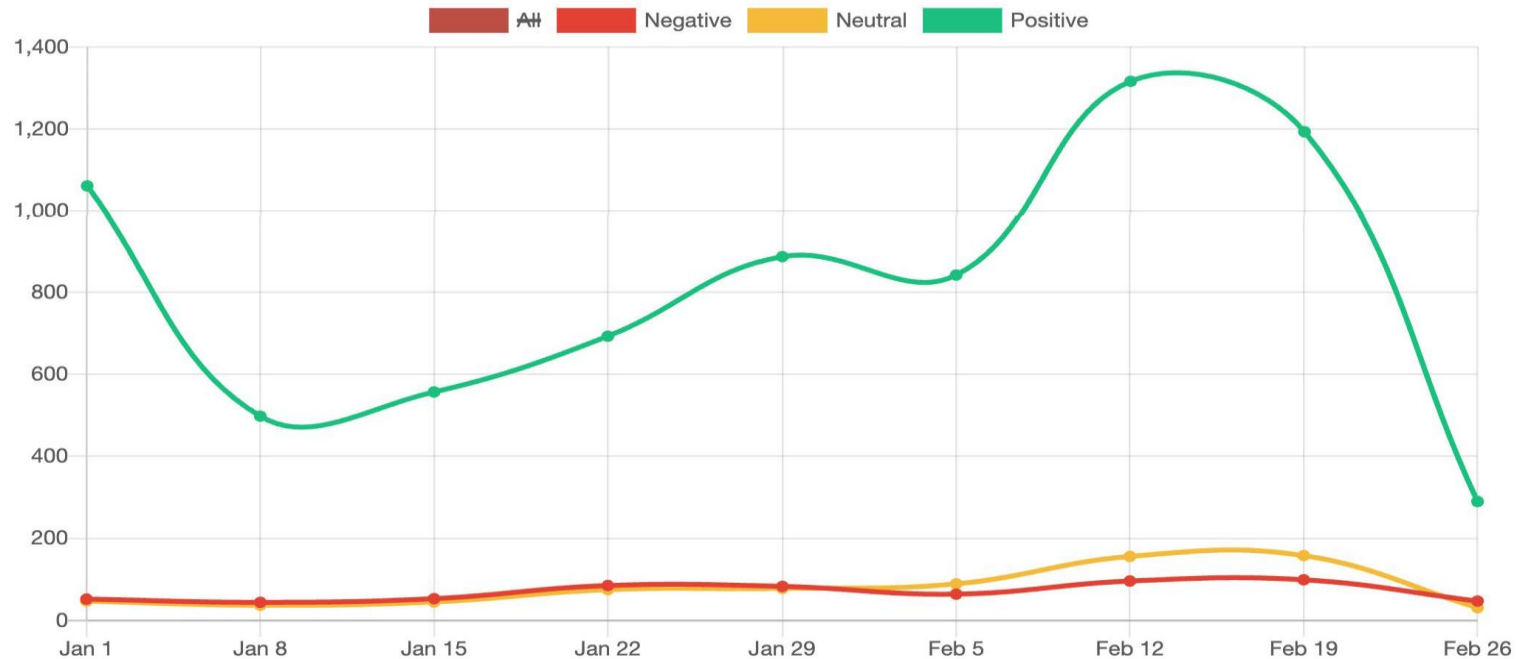
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Emotional Timeline (Weekly)



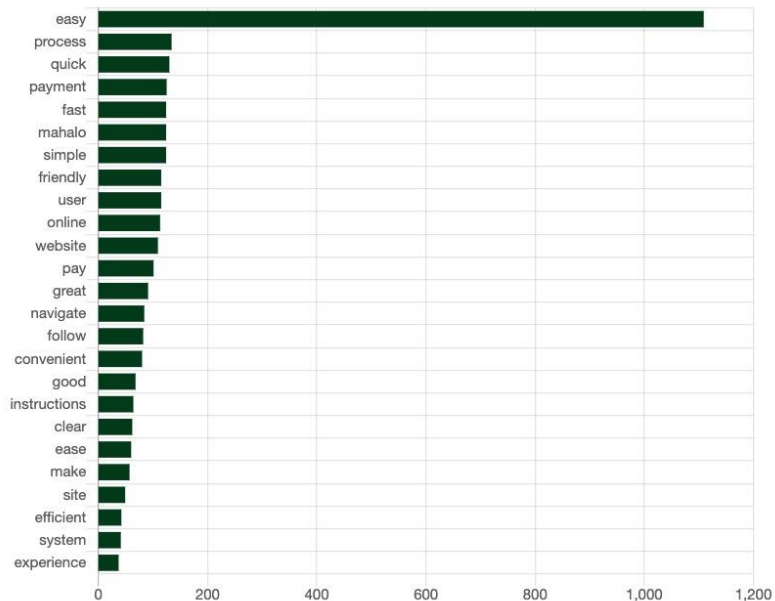
Feedback Submissions (Weekly)



Positive & Negative Sentiment

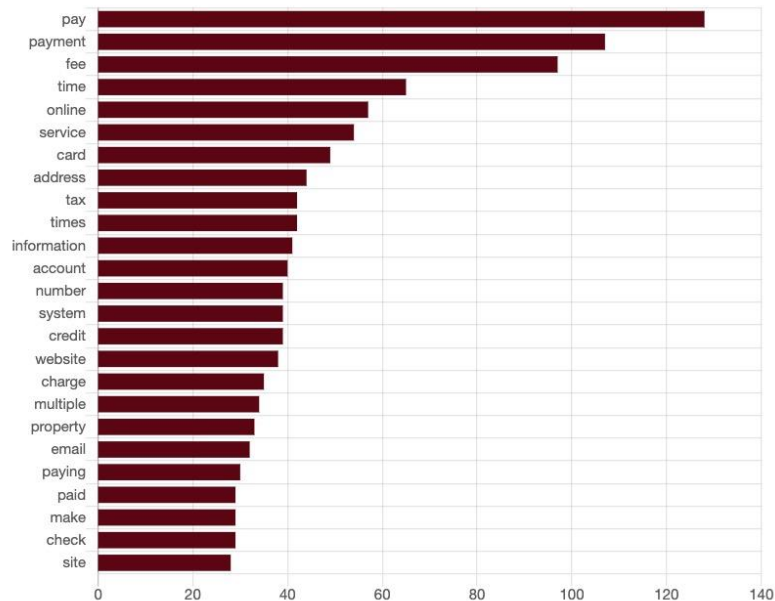
Positive Sentiment

Word Cloud Word Frequency



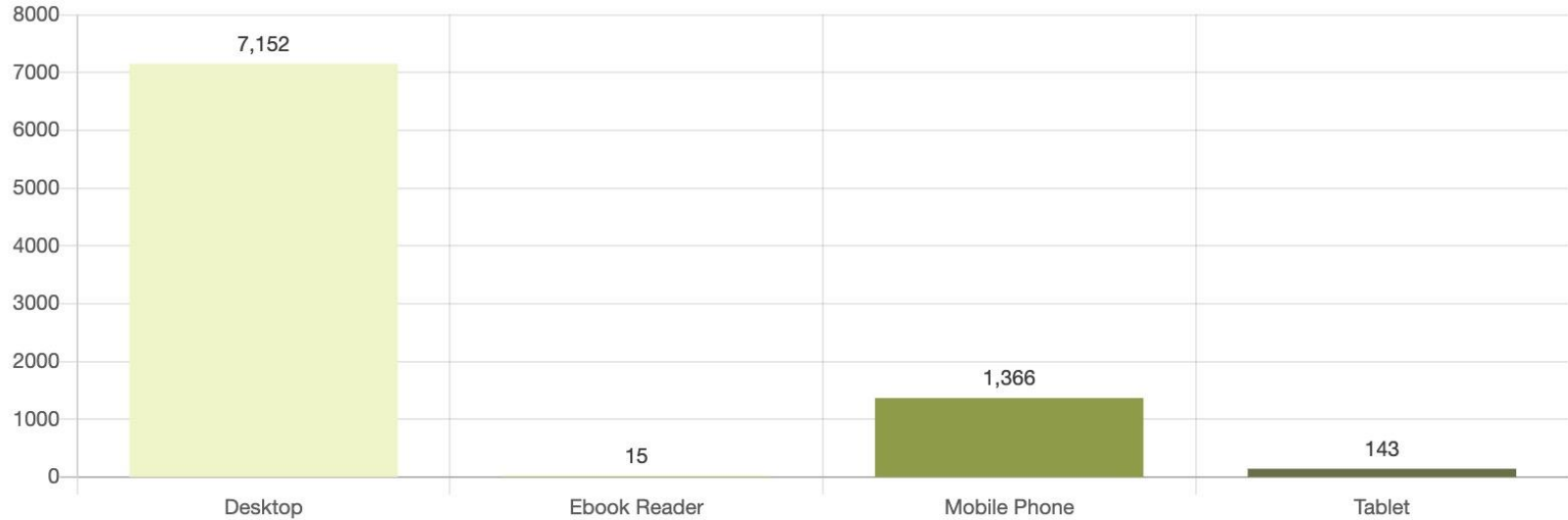
Negative Sentiment

Word Cloud Word Frequency



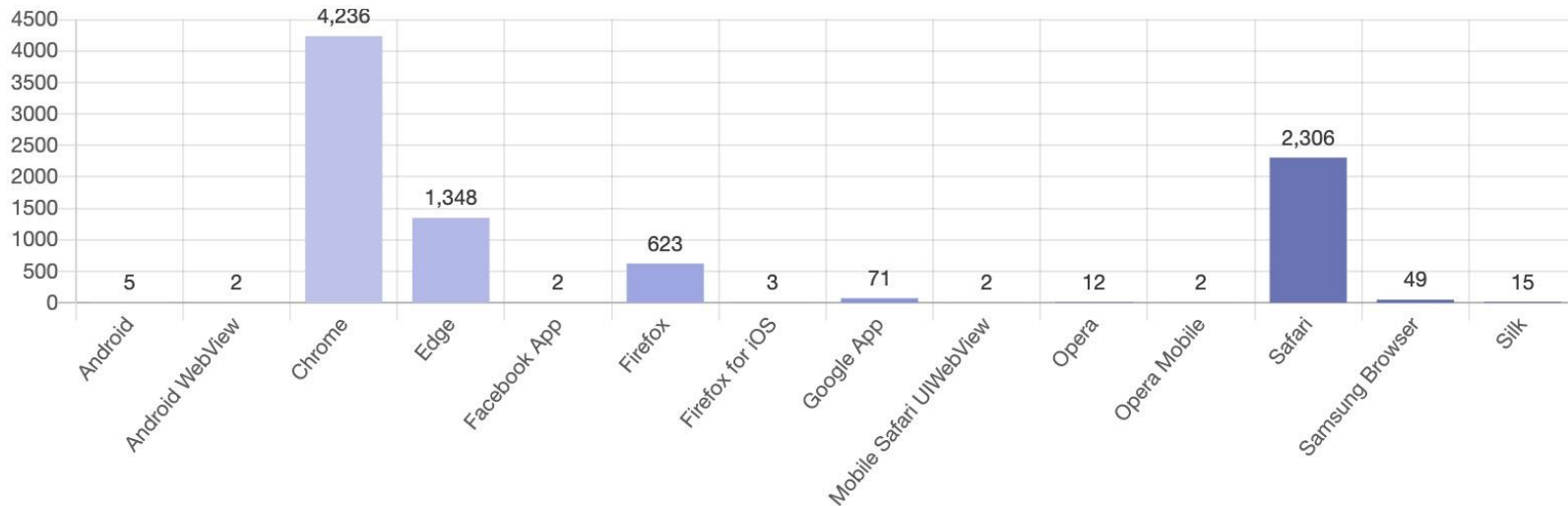
Device Breakdown

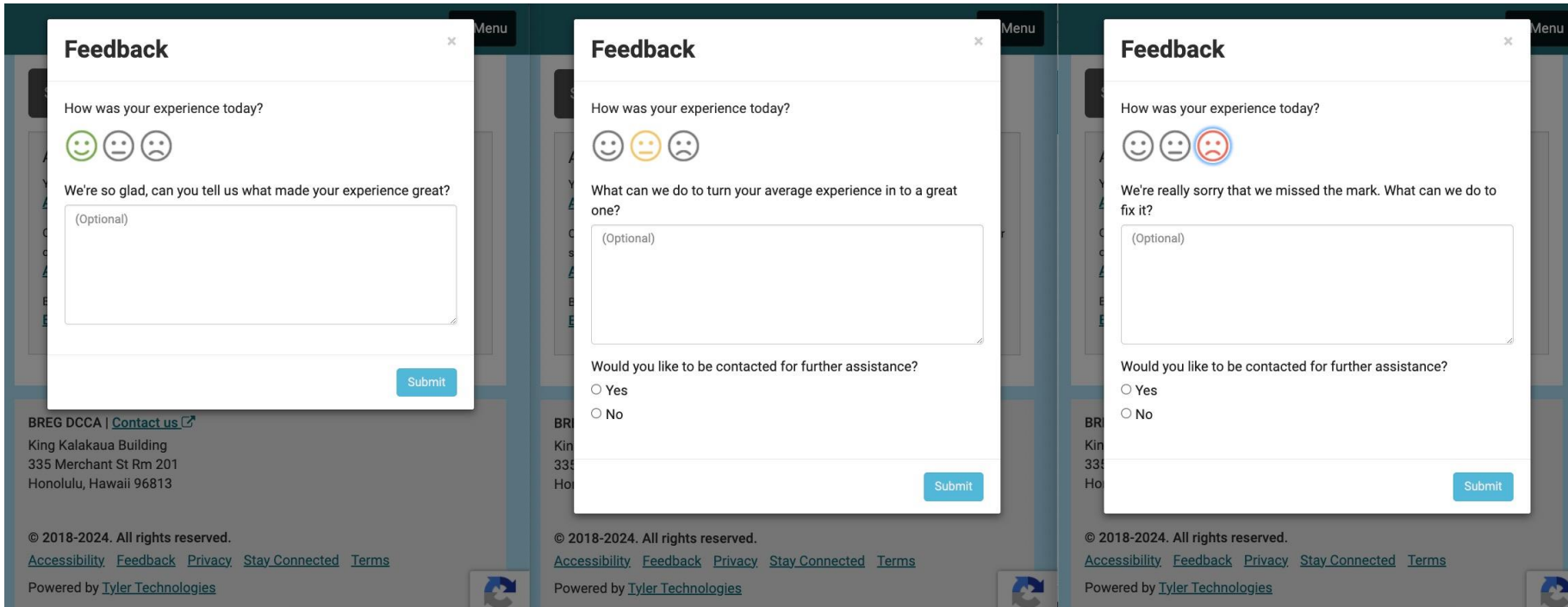
All Negative ⓘ Neutral ⓘ Positive ⓘ



Browser Breakdown

All Negative ⓘ Neutral ⓘ Positive ⓘ





Example Feedback



DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Edge OS: Win10

Thu, Feb 29 2024 - 22:17:27



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Safari OS: macOS

Thu, Feb 29 2024 - 20:21:28



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Safari OS: macOS

Thu, Feb 29 2024 - 20:16:48



DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Safari OS: macOS

Thu, Feb 29 2024 - 19:59:32



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
Device: Desktop Browser: Chrome OS: macOS

Thu, Feb 29 2024 - 17:11:22



DCCA - BREG - Annual Business Reports
Device: Desktop Browser: Chrome OS: Win10
Contact: [Redacted]

Thu, Feb 29 2024 - 14:57:01

FRESHDESK: [2050601](#) (Assignee: Bobby Bundac, Status: Closed,
Ticket Last Updated: Thu, Feb 29 2024 - 15:23:20 [Tags](#))



eHawaii.gov Portal
Device: Desktop Browser: Edge OS: Win10
Contact: [Redacted]

Thu, Feb 29 2024 - 08:38:16

been trying to log on to oahu for the past few days. No Joy. is the local system down?

Comment Sentiment Analysis: NEGATIVE

FRESHDESK: [2050489](#) (Assignee: Jamie Kinion, Status: Closed, Ticket Last Updated: Thu, Feb 29 2024 - 08:42:15 [Tags](#))

Example Feedback



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
 Device: Mobile Phone Browser: Safari OS: iOS

Thu, Feb 29 2024 - 22:31:36

So easy to make payments
 Comment Sentiment Analysis: POSITIVE



Hawaii County - RPT - Real Property Tax Payments - Thank You Page
 Device: Mobile Phone Browser: Safari OS: iOS

Thu, Feb 29 2024 - 16:56:07

Aloha
 Comment Sentiment Analysis: NEUTRAL



TylerTech Hawaii - KALA
 Device: Desktop Browser: Chrome OS: macOS

Thu, Feb 29 2024 - 16:42:52

Fast and simple !!
 Comment Sentiment Analysis: POSITIVE



DCCA - BREG - Hawaii Business Express (HBE)
 Device: Desktop Browser: Chrome OS: Win10

Thu, Feb 29 2024 - 16:14:17

Easy online processing
 Comment Sentiment Analysis: POSITIVE



DCCA - BREG - Hawaii Business Express (HBE)
 Device: Desktop Browser: Edge OS: Win10

Thu, Feb 29 2024 - 10:56:50

Smooth and easy transaction
 Comment Sentiment Analysis: POSITIVE



TylerTech Hawaii - Payment Platform - Footer
 Device: Desktop Browser: Chrome OS: Win10

Thu, Feb 29 2024 - 10:35:02

Website is efficient and user friendly Thank you
 Comment Sentiment Analysis: POSITIVE



DCCA - BREG - Hawaii Business Express (HBE)
 Device: Desktop Browser: Chrome OS: macOS

Thu, Feb 29 2024 - 07:50:37

easy
 Comment Sentiment Analysis: POSITIVE



DCCA - BREG - Annual Business Reports
 Device: Desktop Browser: Chrome OS: Win10

Thu, Feb 29 2024 - 07:36:13

I was able to process the payment smoothly.
 Comment Sentiment Analysis: POSITIVE

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technologies