

Transforming customer feedback from tense to terrific with Recover.



A premium feature delivered by Upland Rant & Rave, designed to take you to the next stage of your CX Strategy.

Centralised Complaint Capture

- Go beyond just alerts! All feedback that requires action is automatically routed to Recover
- Single place to triage & manage informal complaints

Intuitive Case Management

- No need for a formal, expensive separate system
- Intuitive interface to assign priorities, update statuses & add notes
- Customisable case handling steps to reflect your business rules

Data Driven Insights

- Comprehensive reporting provides metrics like resolution times and reoccurring issues
- Drive continuous improvement and accountability through your business

Rant & Rave

Unlock the Power to Turn Every Negative into a Positive

In today's competitive landscape, every customer interaction matters. But what happens when things don't go as planned? That's where Upland Rant & Rave Recover steps.

With Recover, you're not just managing feedback; you're harnessing its power to drive growth and foster lasting relationships.

Real-Time Feedback Monitoring

Instantly capture customer feedback from multiple channels, Stay ahead of potential issues before they escalate.

Automated Case Creation

Seamlessly generate cases for negative feedback, ensuring every customer concern is addressed promptly and efficiently. No feedback goes unnoticed.

Intelligent Routing

Automatically route cases to the appropriate teams or agents based on customizable criteria, streamlining your workflow and maximizing efficiency.

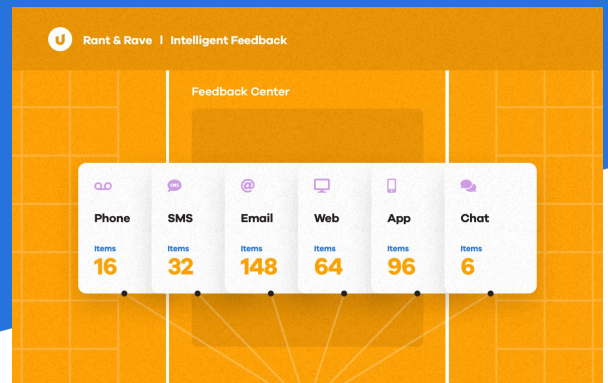
Actionable Insights

Gain valuable insights into customer sentiment and trends with comprehensive analytics and reporting. Make informed decisions to continuously improve your products, services, and customer experiences.



Recover gives us a central place to manage feedback with full visibility. The simple interface helps our team quickly resolve issues and identify areas for improvement. It's been a game-changer in delivering better service and building trust.

Ross Watts
Head of Customer Experience
Tai Calon



For more information about Upland Rant & Rave
visit uplandsoftware.com/rantandrave

Upland Software (Nasdaq: UPLD) is a leader in cloud-based tools for digital transformation. The Upland Cloud enables thousands of organizations to engage with customers on key digital channels, optimize sales team performance, manage project and IT costs, and automate critical document workflows.

