

Root Cause Analysis Platform Scorecard

Example (illustrative): three tool categories scored. Your blank scorecard is on the next page.

Criterion	What to look for	Weight (1-3)	Survey-first XM	Text analytics	VoC intelligence
Multi-channel ingestion	Tickets, surveys, reviews and call centre, all connected	3	0.5	1	1
Operational data blending	Segment, carrier, channel and region beside the text	3	0.5	0	1
Semantic theme discovery	NLP clustering, not keyword matching	2	0.5	1	1
Micro-segment surfacing	Finds the segment behind a drop automatically	3	0	0.5	1
Actionable output	Prioritised findings, not raw data exports	3	0.5	0.5	1
Real-time processing	Continuous, not a nightly batch	1	0.5	1	1
Stack integration	CRM, ticketing and alerting	2	1	0.5	0.5
Time to first value	First analysis on your data within 48-72 hours	2	0	0.5	1
Total (out of 8)			3.5	5	7.5
Weighted (out of 8)			3.4	4.6	7.6
Verdict			Reporting tool	Reporting tool	Genuine RCA

7-8 = genuine root cause analysis · 5-6.5 = partial · below 5 = a reporting tool, not an RCA tool

Full pack with vendor questions and a demo checklist: pivony.com/templates/rca-platform-scorecard

Root Cause Analysis Platform Scorecard

Free scorecard from pivony.com. Score each platform 0, 0.5 or 1 per criterion after a demo on your own data.

Criterion	What to look for	Weight (1-3)	Platform A	Platform B	Platform C
Multi-channel ingestion	Tickets, surveys, reviews and call centre, all connected				
Operational data blending	Segment, carrier, channel and region beside the text				
Semantic theme discovery	NLP clustering, not keyword matching				
Micro-segment surfacing	Finds the segment behind a drop automatically				
Actionable output	Prioritised findings, not raw data exports				
Real-time processing	Continuous, not a nightly batch				
Stack integration	CRM, ticketing and alerting				
Time to first value	First analysis on your data within 48-72 hours				
Total (out of 8)					
Weighted (out of 8)					
Verdict					

7-8 = genuine root cause analysis · 5-6.5 = partial · below 5 = a reporting tool, not an RCA tool

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