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Teachers and students can use this page to check the difficulty of any text, by showing its content in terms of the CEFR levels of words as described in the [English Vocabulary Profile \(EVP\)](#), a free online resource.

The EVP classifies words by level according to their meaning, as some senses of a word may be learned at a higher level than others. Text inspector chooses the lowest level sense by default, but the user can click on each word in the results display and select a different sense if necessary.

Texts are limited to 500 words per document. To process larger documents and to save your data, please use the advanced site at www.textinspector.com (subscription required).

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For customer service professionals across many industries, a crisis often results in a sudden spike in customer requests for information — and in cancellations from and refunds for people who are often angry and very stressed.

Maintaining high-quality service under those conditions is not easy. We've put together some crisis communication tips to help your team deliver the best service possible without burning out or lowering standards.