

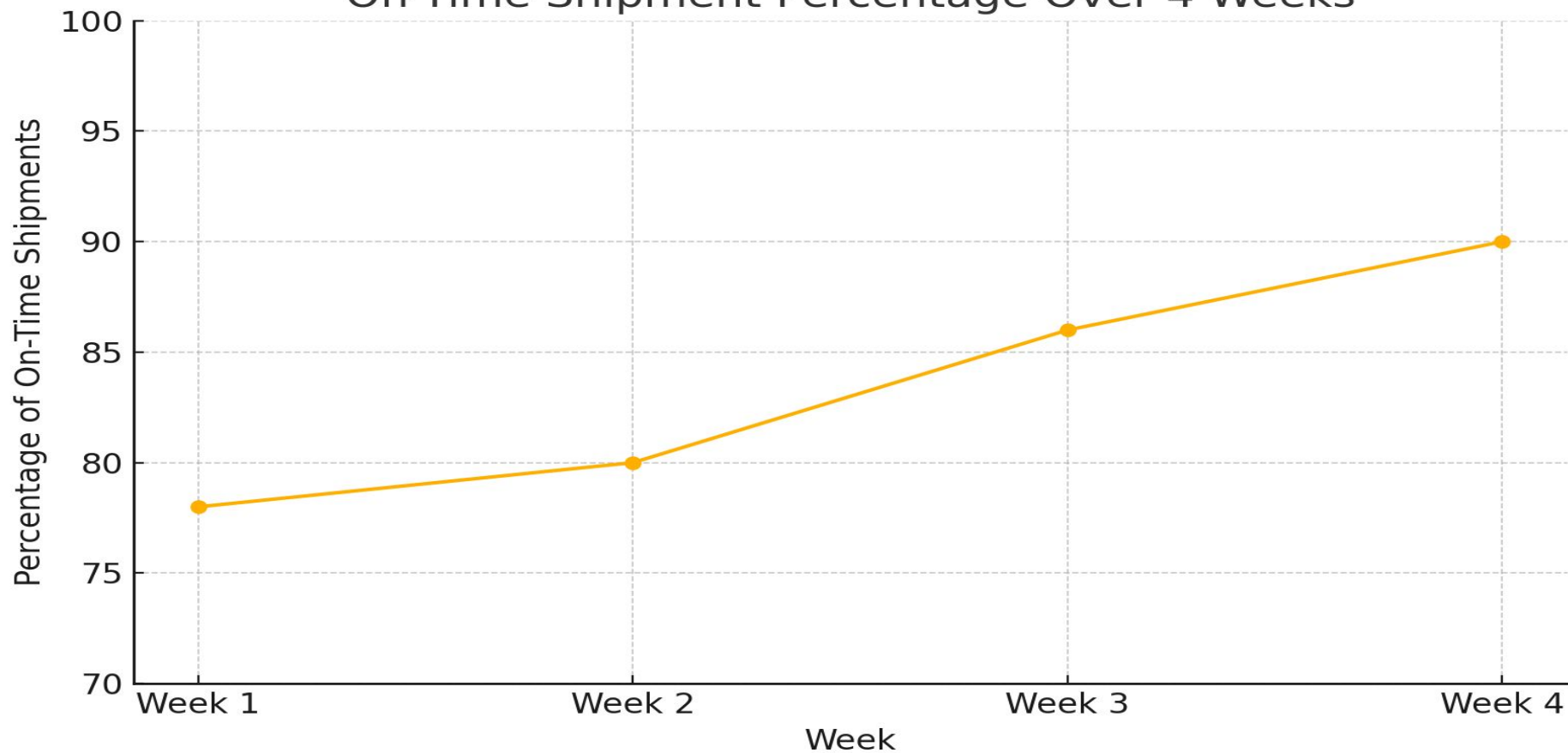


# Plant Pals

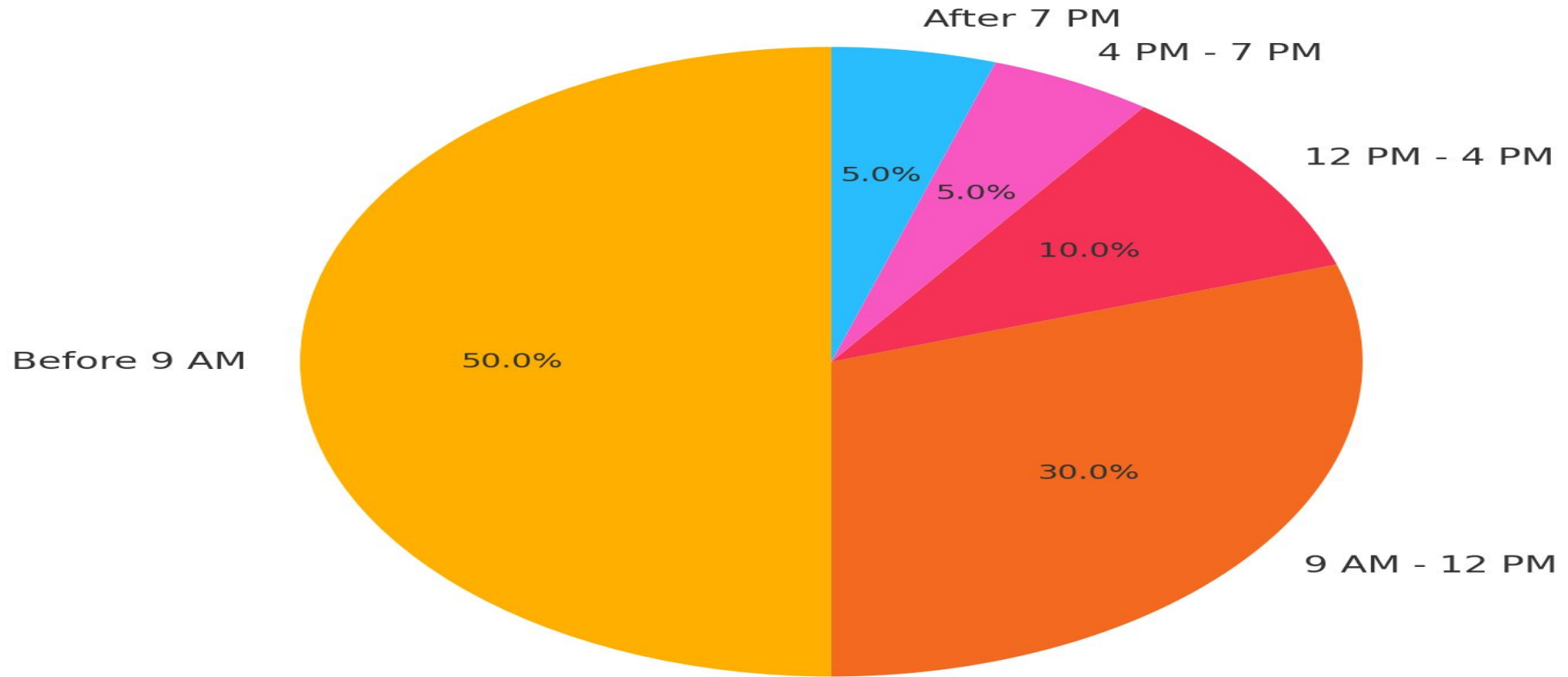
# Customer Survey Results

To better understand customer satisfaction ahead of our official launch, we conducted a four-week survey with 50 customers who received early shipments. The goal was to gather feedback on product quality, delivery experience, and customer support. Insights from the survey helped us identify key areas for improvement and guided adjustments during the testing phase.[Summary here](#)]

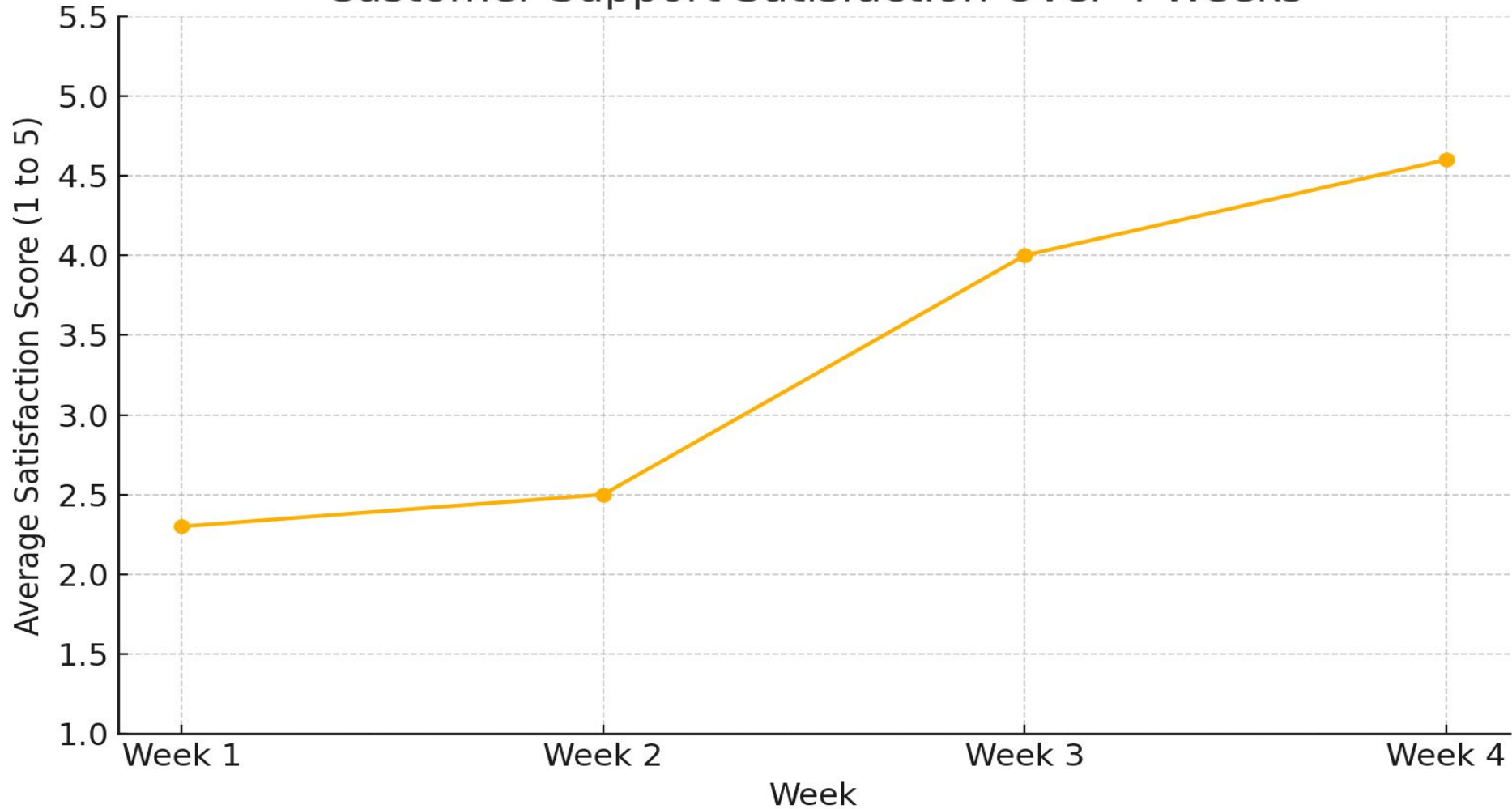
## On-Time Shipment Percentage Over 4 Weeks



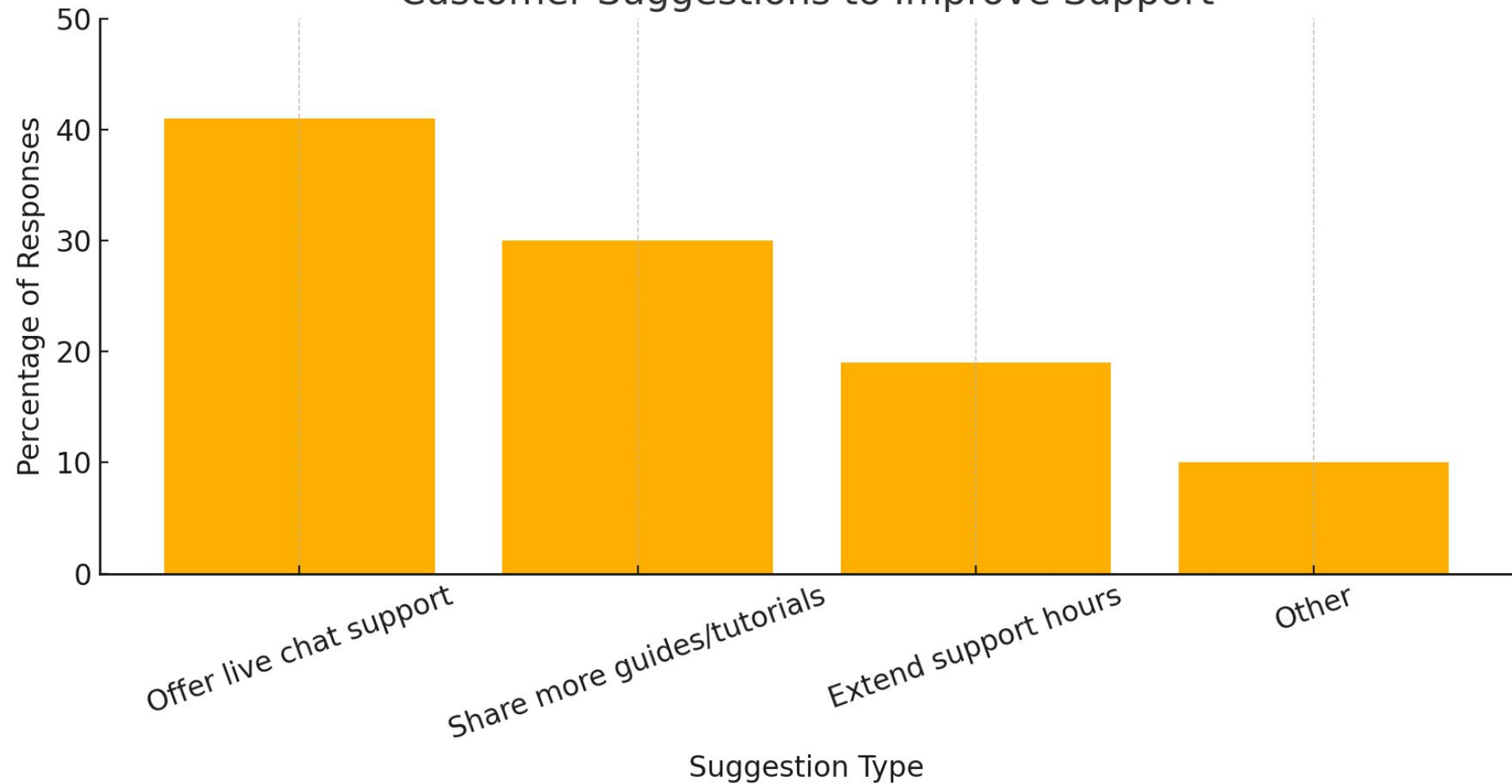
## Preferred Time of Day for Delivery





# Customer Support Satisfaction Over 4 Weeks



## Customer Suggestions to Improve Support



# Conclusion and next steps

-  **Resolved Issues:**
  - Increased **on-time delivery rates** from 78% to 90% after hiring drivers and optimizing routes.
  - Boosted **customer support satisfaction** from 2.3 to 4.6 by fixing a ticketing system issue and sharing care tutorials.
-  **Recommendations for Further Improvement:**
  - Implement **live chat support**, the most requested feature (41% of respondents).
  - Continue producing **guides and tutorials** to support self-service.
  - Align **delivery schedules** with customer preferences — 80% prefer deliveries before noon.
  - Monitor feedback during the full launch to ensure continued satisfaction.