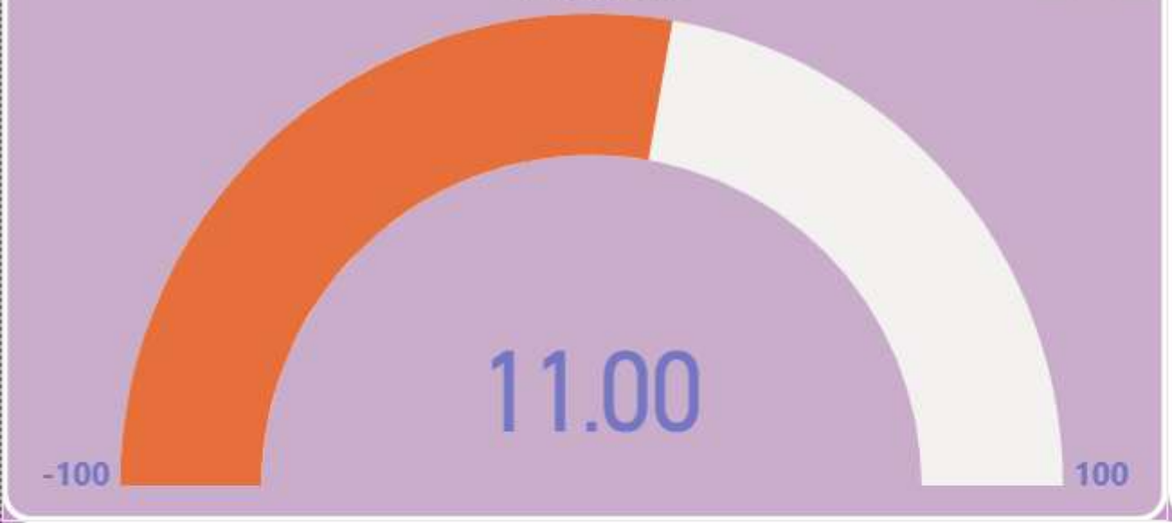
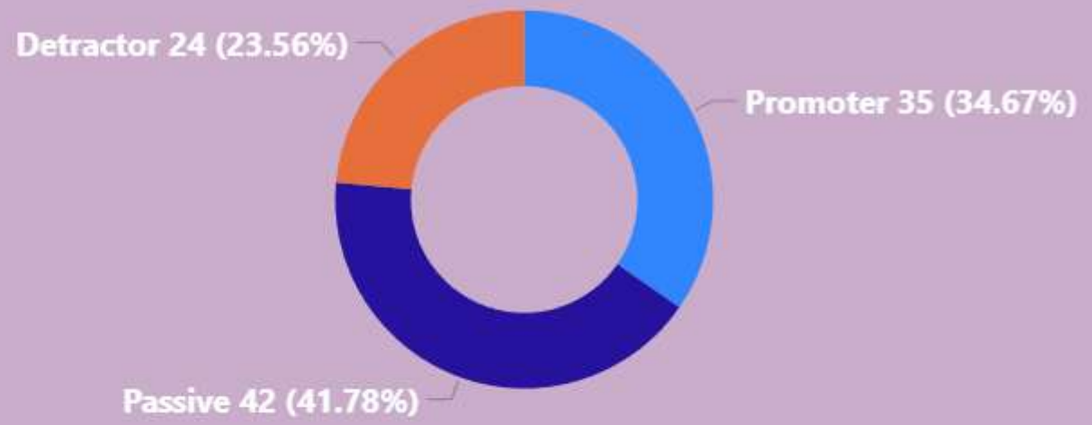
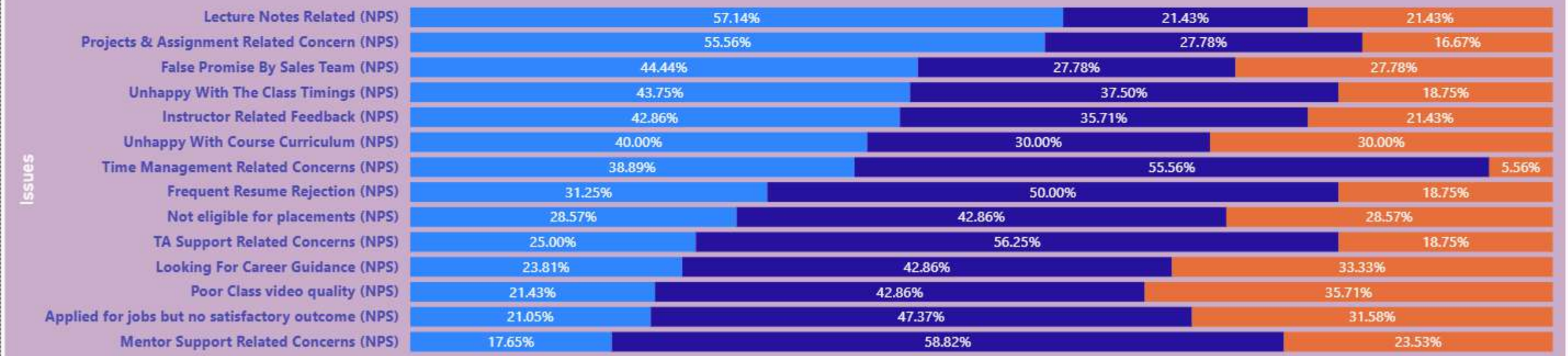
NPS Score



Promoter, Passive and Detractor



NPS percentage per Issue

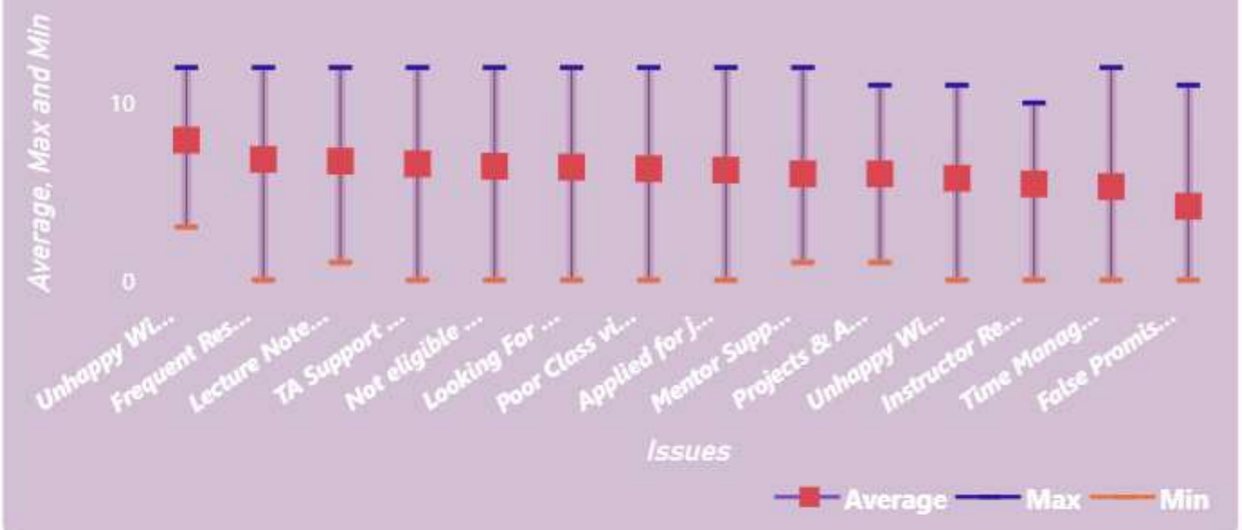


Net Promoter Score

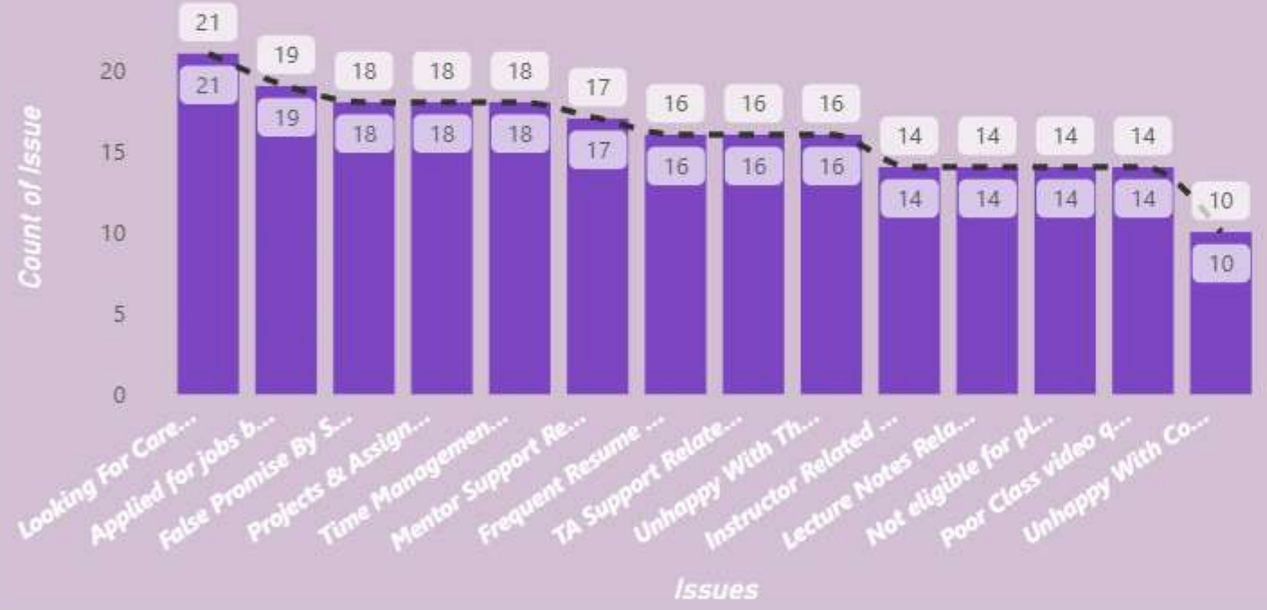
NPS is a valuable benchmark - for tracking customer experience and loyalty over time and against competitors.

Ticket Volume Trend

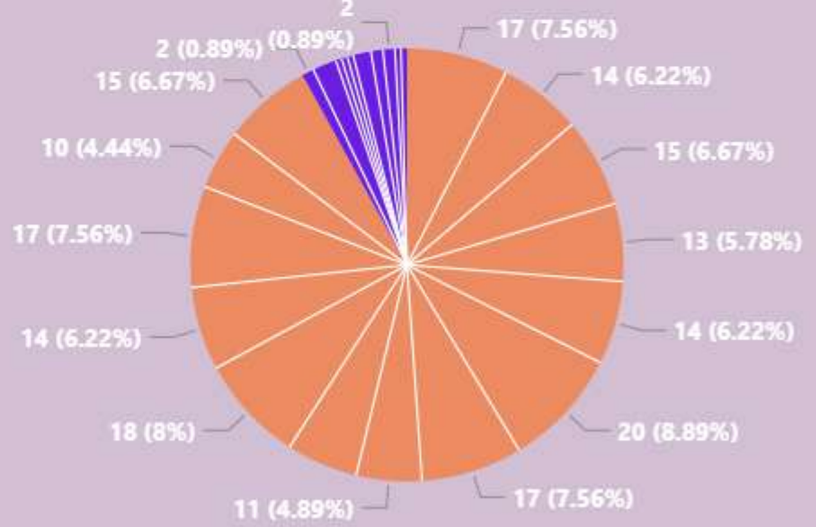
Average, Max and Min (Resolution Duration)



Number of Issues

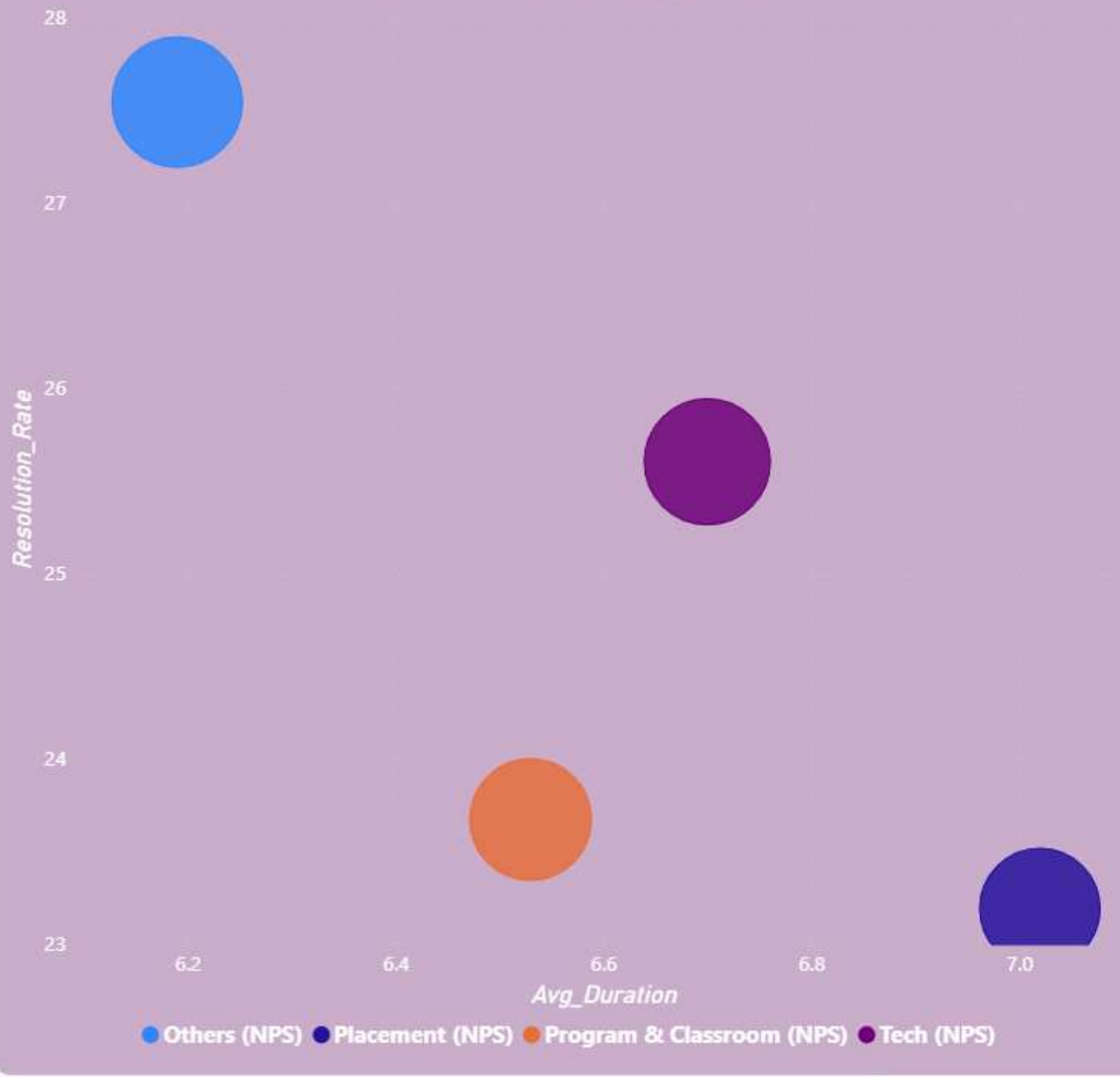


Complete & Pending Status of Issues

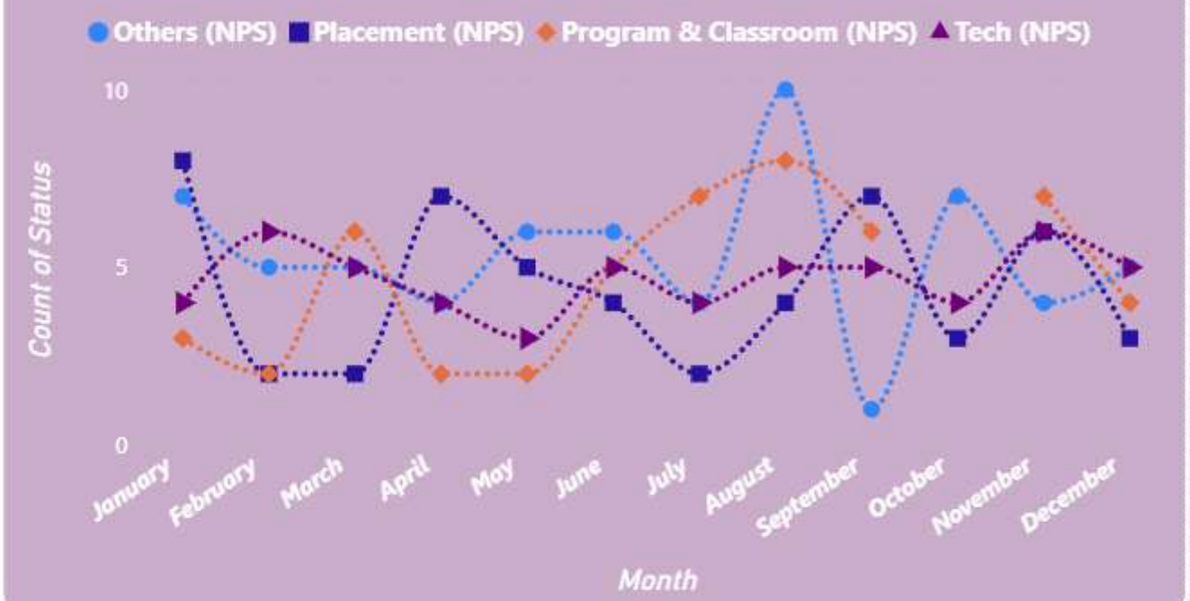


Issues Vol. & Resolution Efficiency

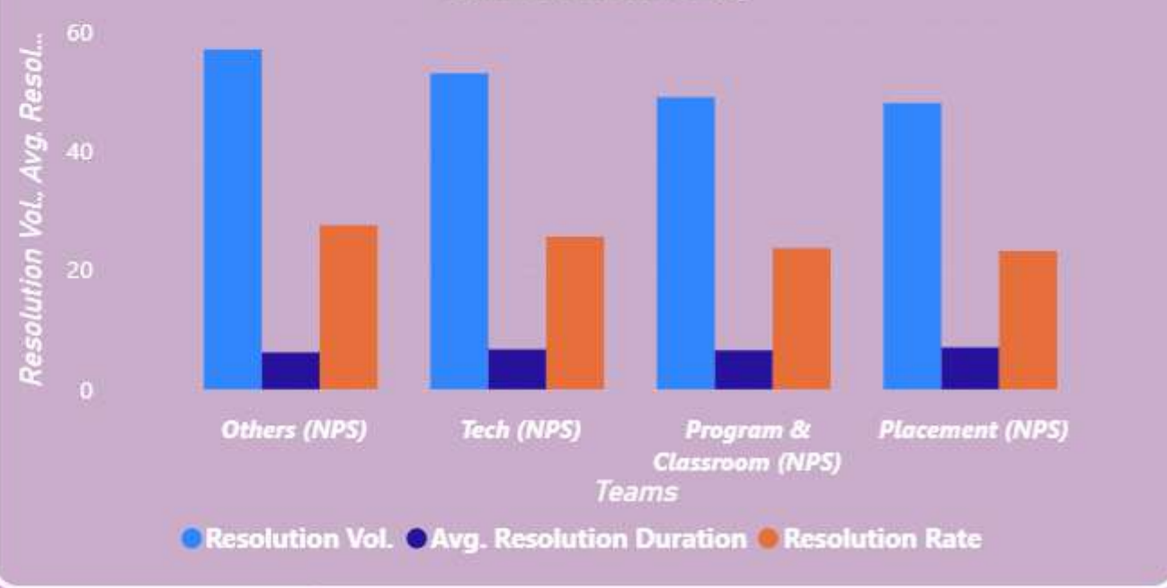
Resolution Efficiency Index



Teams Ticket Vol. Trend

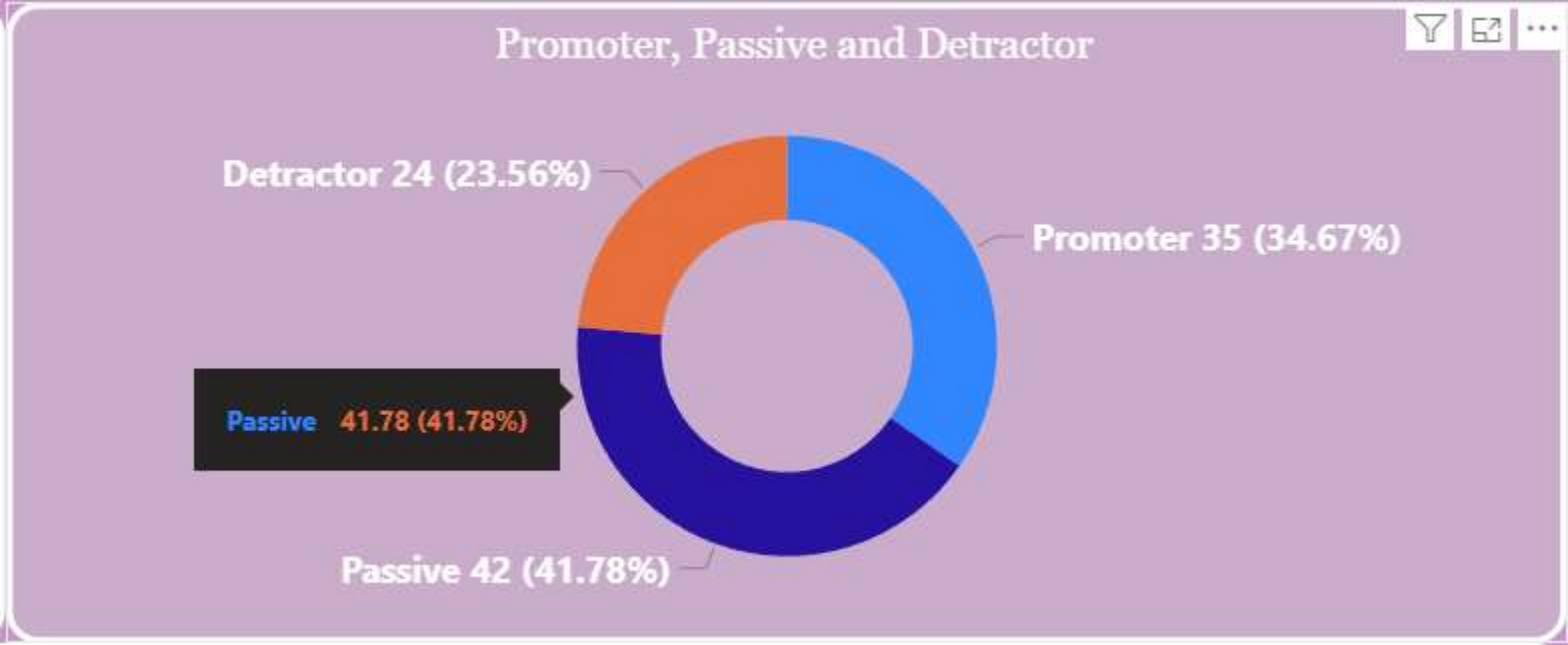


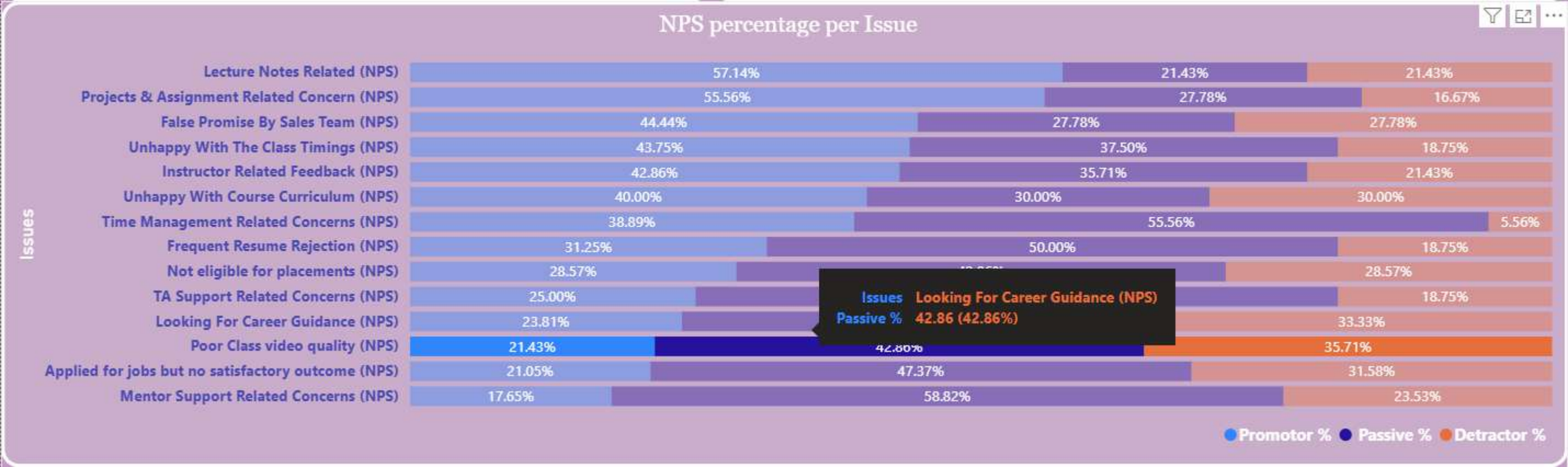
Team Performance



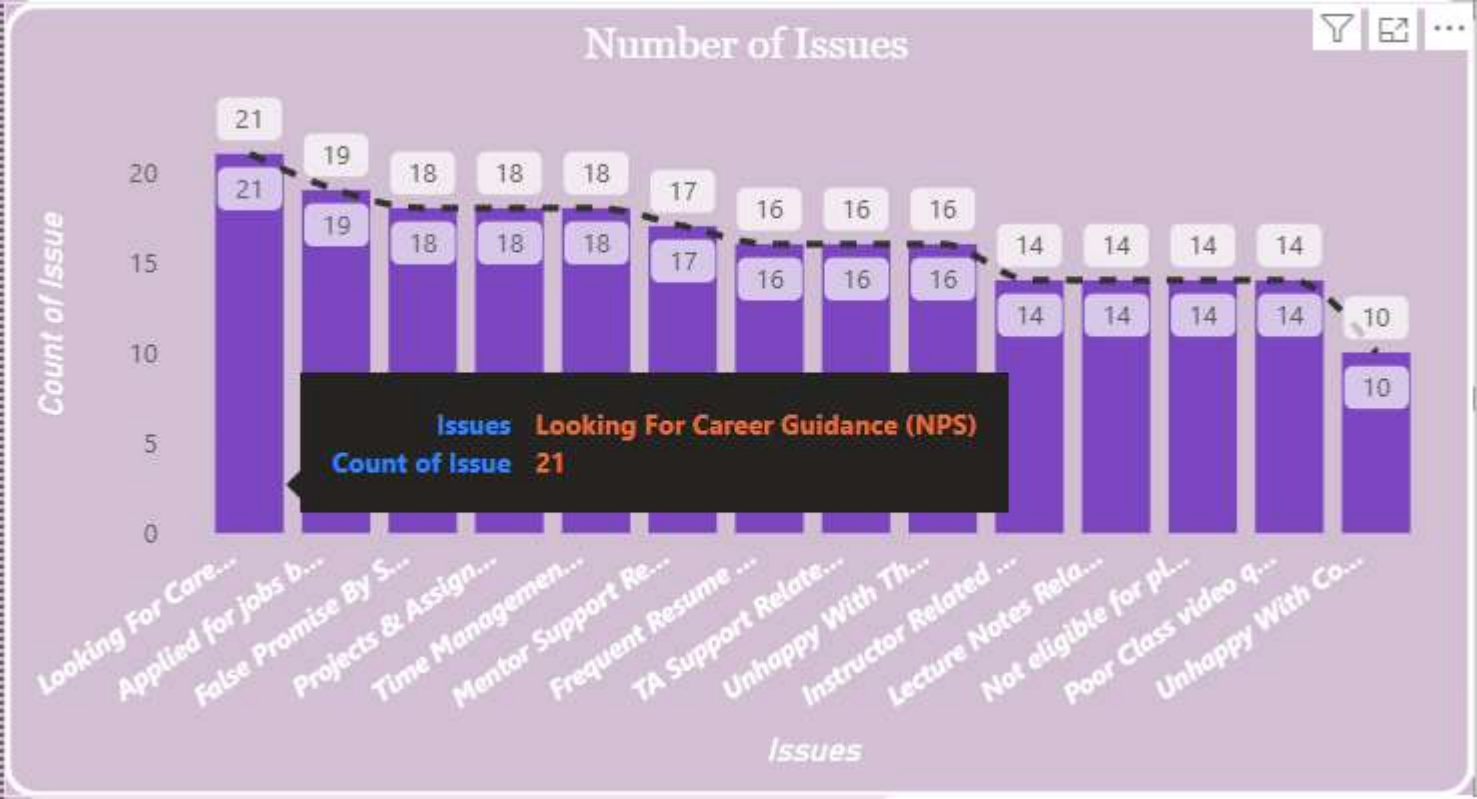
Team Performance

NPS Score
NPS Score 11.00
11.00
-100
100


Promoter, Passive and Detractor
Detractor 24 (23.56%)
Promoter 35 (34.67%)
Passive 41.78 (41.78%)
Passive 42 (41.78%)

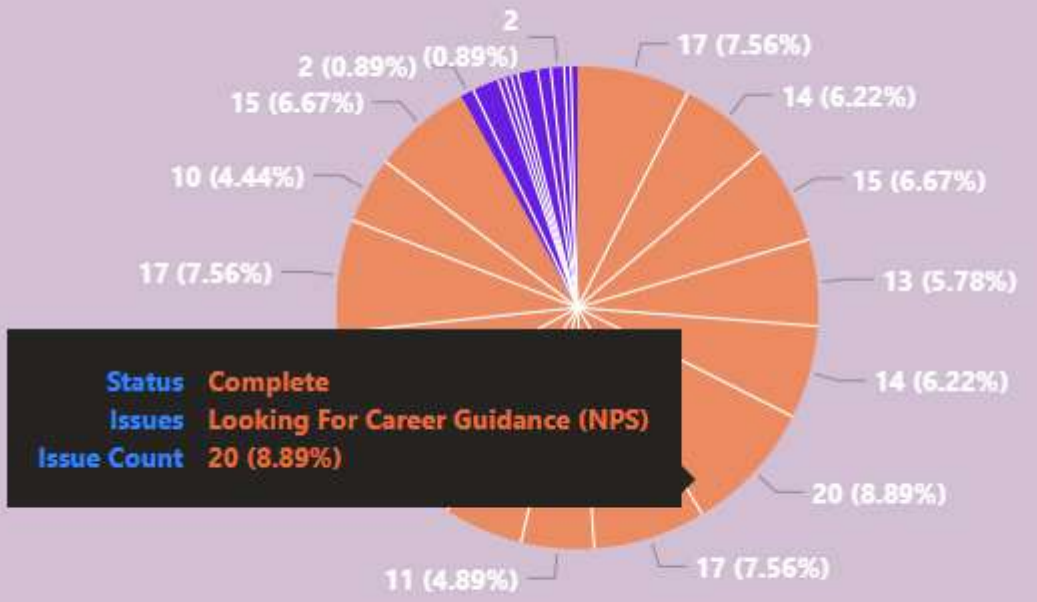

NPS percentage per Issue
Issues
Lecture Notes Related (NPS)
57.14%
21.43%
21.43%
Projects & Assignment Related Concern (NPS)
55.56%
27.78%
16.67%
False Promise By Sales Team (NPS)
44.44%
27.78%
27.78%
Unhappy With The Class Timings (NPS)
43.75%
37.50%
18.75%
Instructor Related Feedback (NPS)
42.86%
35.71%
21.43%
Unhappy With Course Curriculum (NPS)
40.00%
30.00%
30.00%
Time Management Related Concerns (NPS)
38.89%
55.56%
5.56%
Frequent Resume Rejection (NPS)
31.25%
50.00%
18.75%
Not eligible for placements (NPS)
28.57%
28.57%
TA Support Related Concerns (NPS)
25.00%
18.75%
Looking For Career Guidance (NPS)
23.81%
33.33%
Poor Class video quality (NPS)
21.43%
35.71%
Applied for jobs but no satisfactory outcome (NPS)
21.05%
47.37%
31.58%
Mentor Support Related Concerns (NPS)
17.65%
58.82%
23.53%
Issues Looking For Career Guidance (NPS)
Passive % 42.86 (42.86%)
Promotor %
Passive %
Detractor %

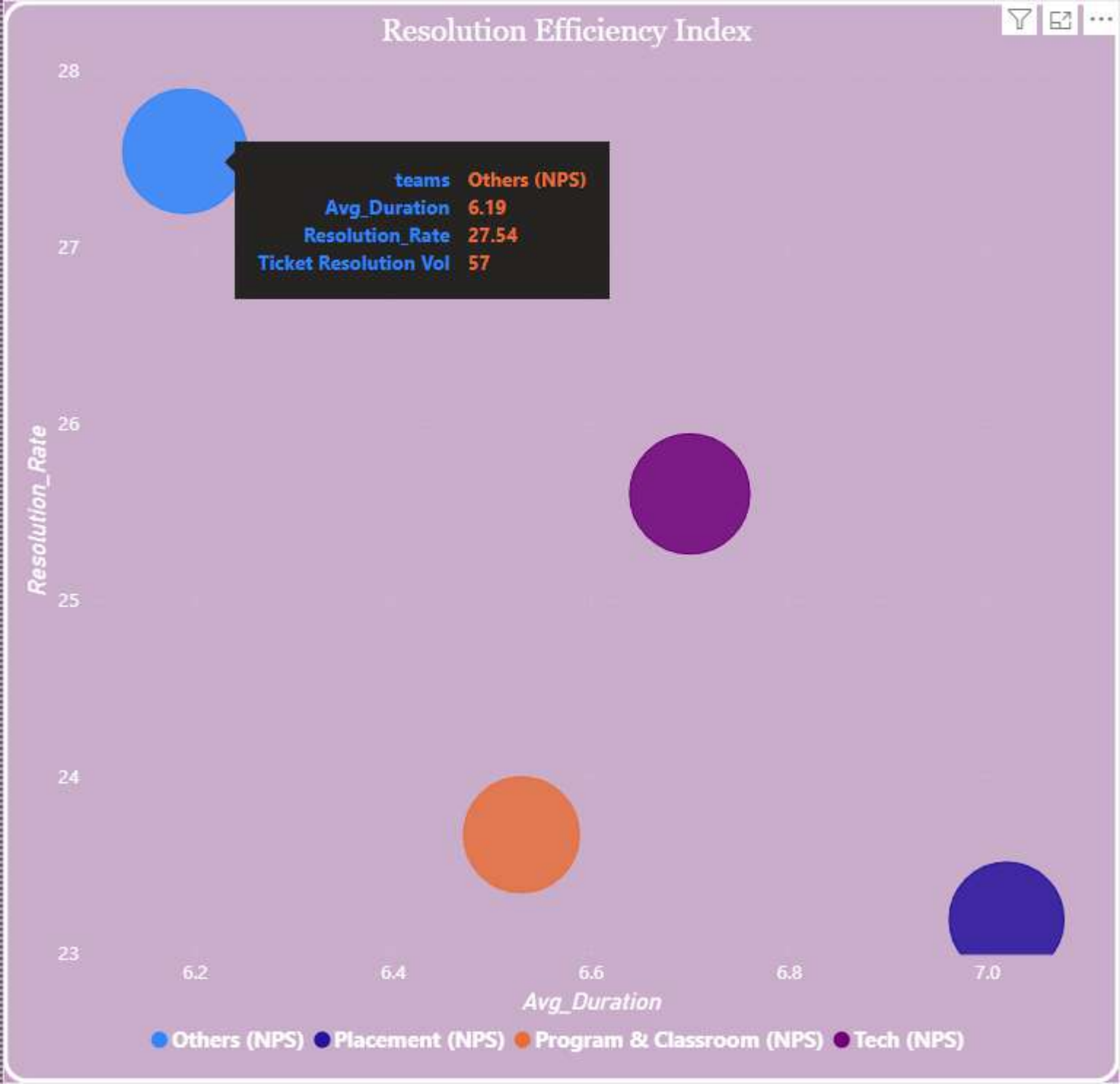
Ticket Volume Trend
Volume of Tickets
25
20
15
22
15
18
17
16
20
17
27
19
14
23
17
January
February
March
April
May
June
July
August
September
October
November
December
Month
September
Ticket Vol. 19

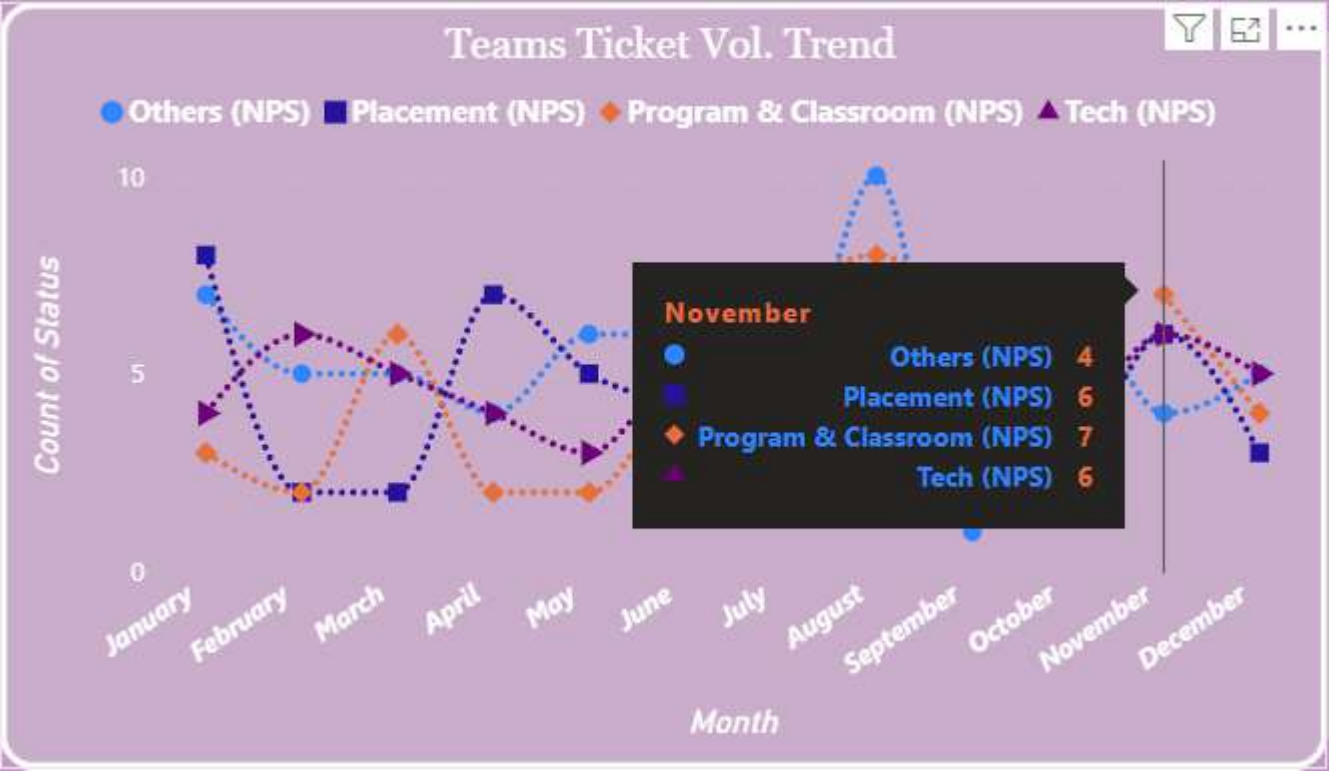

Number of Issues
Count of Issue
Issues
Looking For Career Guidance (NPS)
Count of Issue 21
Looking For Care...
Applied for jobs b...
False Promise By S...
Projects & Assign...
Time Managemen...
Mentor Support Re...
Frequent Resume ...
TA Support Relate...
Unhappy With Th...
Instructor Related ...
Lecture Notes Rela...
Not eligible for pl...
Poor Class video q...
Unhappy With Co...

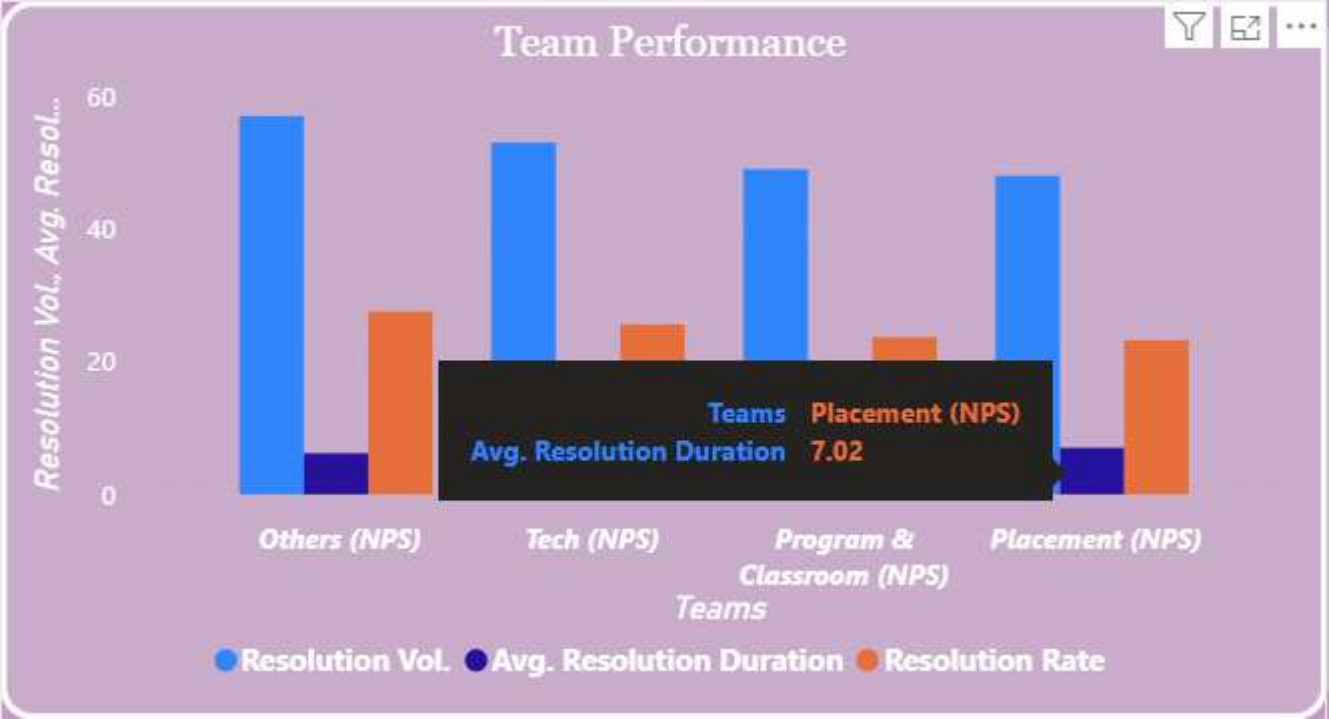
Average, Max and Min (Resolution Duration)
Average, Max and Min
10
0
Issues
False Promise By Sales Team (NPS)
Average 4.17
Lower 0.00
Upper 11.00
Unhappy Wi...
Frequent Res...
Lecture Note...
TA Support ...
Not eligible ...
Looking For ...
Poor Clas...
Appli...
Menti...
Proje...
Unhap...
Instru...
Time ...
False ...
Issues
Average
Max
Min

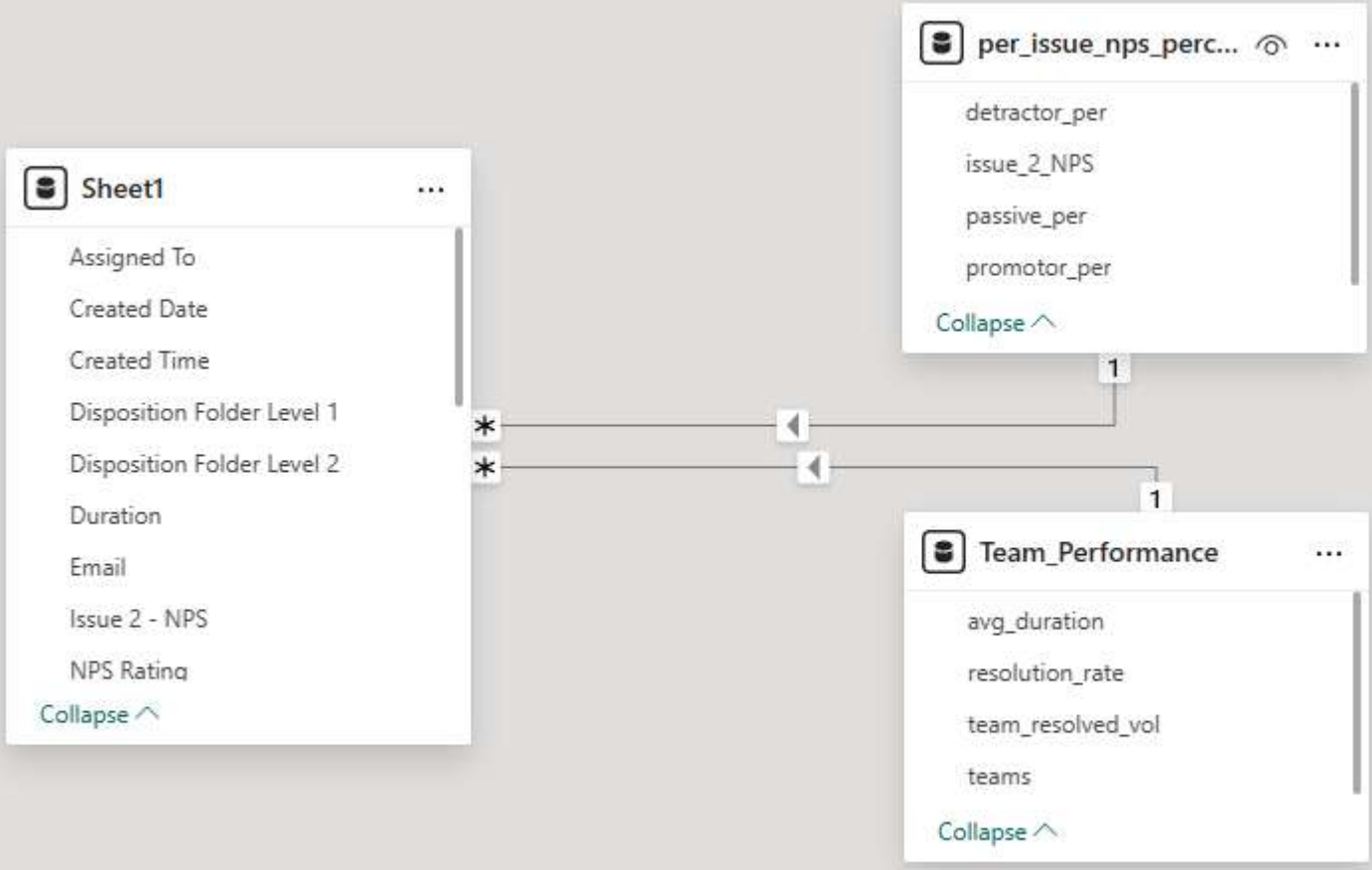
Complete & Pending Status of Issues




Resolution Efficiency Index
28
27
26
25
24
23
Resolution_Rate
6.2
6.4
6.6
6.8
7.0
Avg_Duration
teams Others (NPS)
Avg_Duration 6.19
Resolution_Rate 27.54
Ticket Resolution Vol 57
Others (NPS)
Placement (NPS)
Program & Classroom (NPS)
Tech (NPS)


Teams Ticket Vol. Trend
Others (NPS)
Placement (NPS)
Program & Classroom (NPS)
Tech (NPS)
10
5
0
Count of Status
November
Others (NPS) 4
Placement (NPS) 6
Program & Classroom (NPS) 7
Tech (NPS) 6
January
February
March
April
May
June
July
August
September
October
November
December
Month


Team Performance
Resolution Vol., Avg. Resol...
60
40
20
0
Teams Placement (NPS)
Avg. Resolution Duration 7.02
Others (NPS)
Tech (NPS)
Program & Classroom (NPS)
Placement (NPS)
Teams
Resolution Vol.
Avg. Resolution Duration
Resolution Rate


per_issue_nps_perc...
detractor_per
issue_2_NPS
passive_per
promotor_per
Collapse
Sheet1
Assigned To
Created Date
Created Time
Disposition Folder Level 1
Disposition Folder Level 2
Duration
Email
Issue 2 - NPS
NPS Rating
Collapse
1
*
*
1
Team_Performance
avg_duration
resolution_rate
team_resolved_vol
teams
Collapse