```
1 NPS Score =
 2 VAR TotalResponses =
       COUNTROWS(Sheet1)
 4 VAR Promoters =
5
        CALCULATE(
            COUNTROWS(sheet1),
6
 7
            sheet1[NPS Rating] IN {9, 10}
9
   VAR Detractors =
10
       CALCULATE(
11
            COUNTROWS(sheet1),
12
            sheet1[NPS Rating] IN {0, 1, 2, 3, 4, 5, 6}
13
14 VAR Per_Promoters =
15
       DIVIDE(Promoters, TotalResponses, 0) * 100
16 VAR Per_Detractors =
17
       DIVIDE(Detractors, TotalResponses, 0) * 100
18 RETURN
19
        ROUND(Per_Promoters - Per_Detractors, 0)
20
                                                                                      7 2 ...
                                         NPS Score
                                     NPS Score 11.00
                                        11.00
   -100
                                                                                          100
                                                             detractor_per
                                                               issue_2_NPS
      Sheet1
                                                                passive_per
        Assigned To
                                                               promotor_per
        Created Date
                                                              Collapse ^
        Created Time
        Disposition Folder Level 1
        Disposition Folder Level 2
                                 *
                                                     4
        Duration
                                                             Team_Performance
        Email
        Issue 2 - NPS
                                                                avg_duration
        NPS Rating
                                                                resolution_rate
      Collapse ^
                                                               team_resolved_vol
                                                                teams
                                                              Collapse ^
```

```
1 Per_Passive =
2 VAR TotalResponses =
3 COUNTROWS(Sheet1)
4 VAR Passive =
5
      CALCULATE(
6
          COUNTROWS(sheet1),
7
          sheet1[NPS Rating] IN {7, 8}
8
      )
9 VAR Per_Passive =
10 DIVIDE(Passive, TotalResponses, 0) * 100
11 RETURN
12 Per_Passive
 1 Per_Promoter = VAR TotalResponses =
2 COUNTROWS(Sheet1)
3 VAR Promoters =
      CALCULATE(
          COUNTROWS(sheet1),
          sheet1[NPS Rating] IN {9, 10}
6
7
       )
8 VAR Per_Promoters =
9 DIVIDE(Promoters, TotalResponses, 0) * 100
10 RETURN
11 Per_Promoters
12
13
1 Per_Detractor =
2 VAR TotalResponses =
     COUNTROWS(Sheet1)
4 VAR Detractors =
5
     CALCULATE(
          COUNTROWS(sheet1),
7
          sheet1[NPS Rating] IN {0, 1, 2, 3, 4, 5, 6}
9 VAR Per_Detractors =
10 DIVIDE(Detractors, TotalResponses, 0) * 100
11 RETURN
12 Per_Detractors
13
```

