



# Customer Satisfaction Analysis

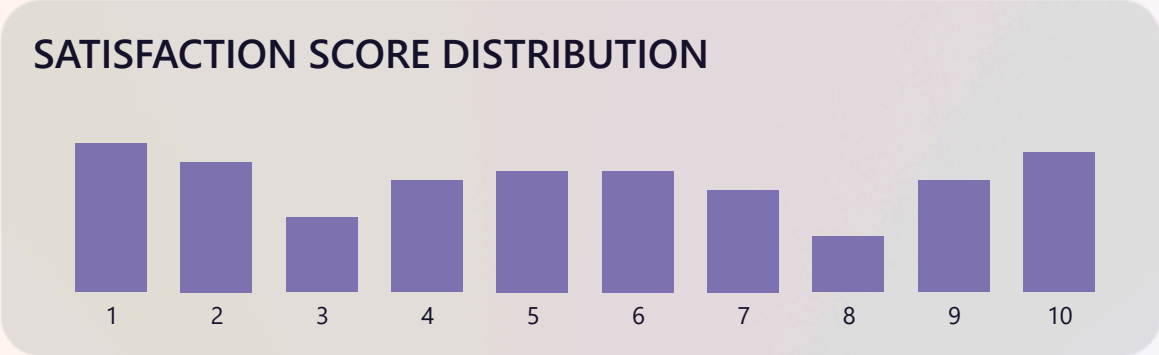
Customer Segments & Satisfaction



AVG CUSTOMER SATISFACTION SCORE

5.35

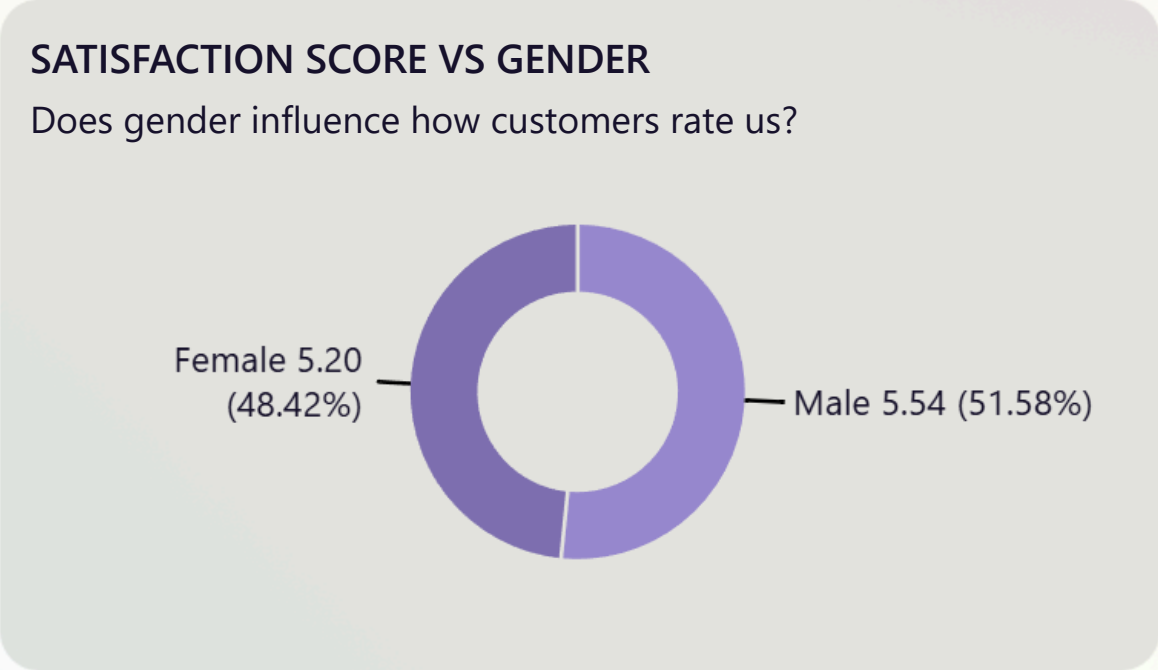
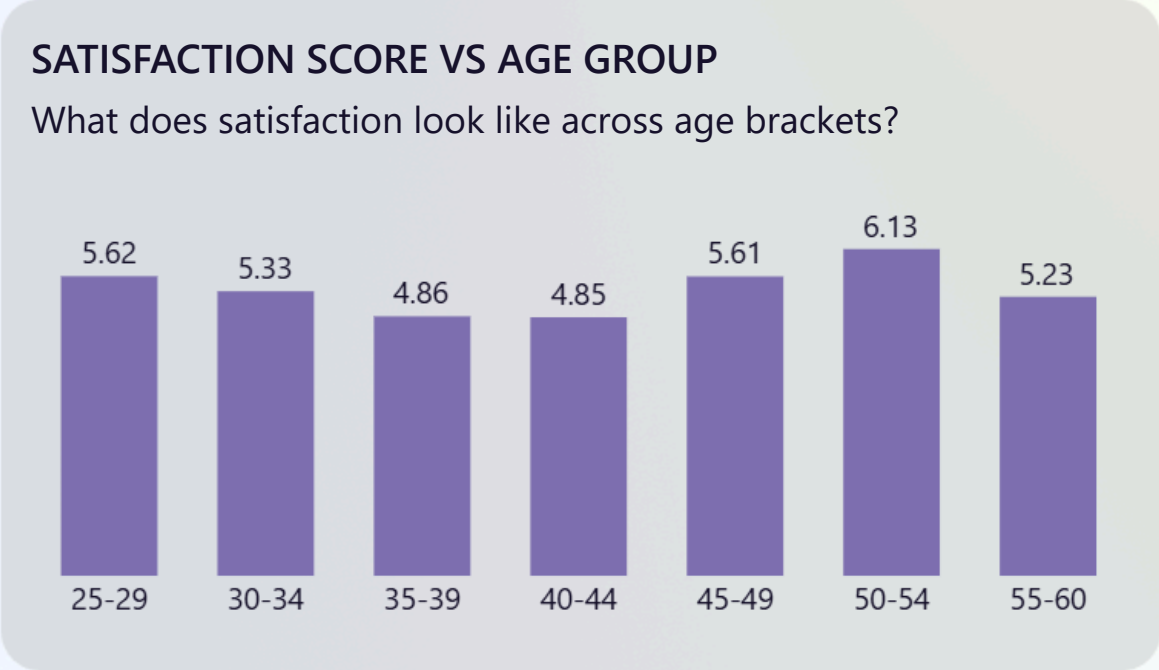
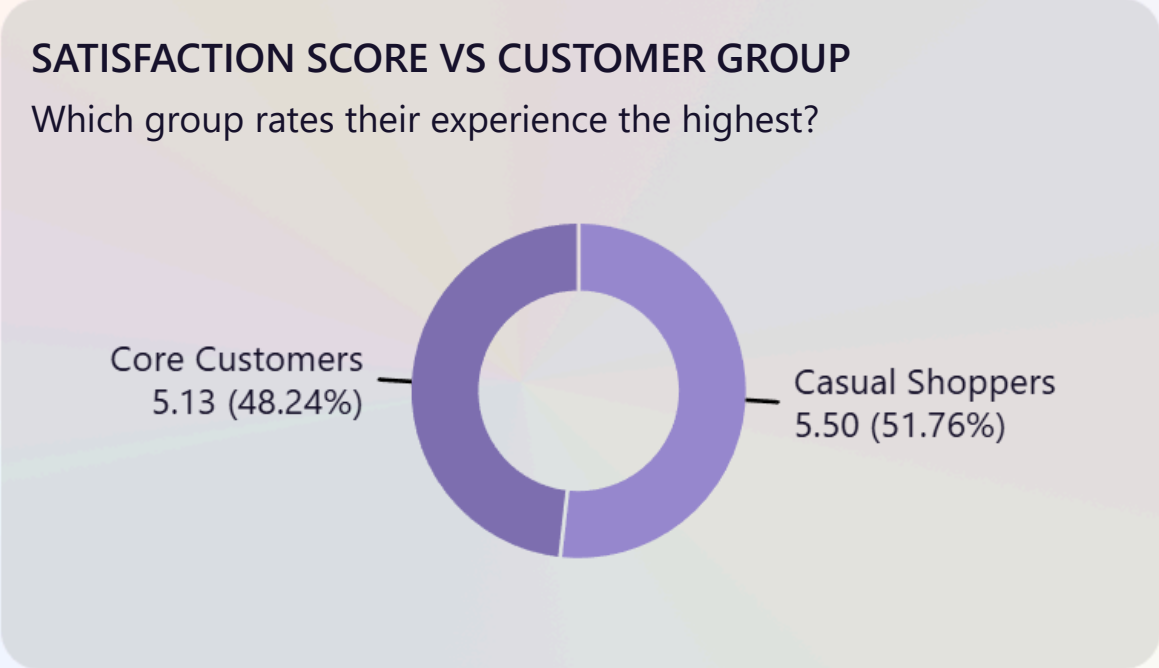
Based on 120 Customers



SATISFACTION SCORE BY LOCATION

Which locations show consistently high or low satisfaction?

Region	State	City	Satisfaction Score
Midwest	Illinois	Chicago	6.36
South	Texas	Austin	6.25
Northeast	New York	New York	6.00
South	Texas	Houston	5.36
West	California	San Diego	5.33
Northeast	Pennsylvania	Philadelphia	5.09
West	Arizona	Phoenix	5.05
South	Texas	Dallas	4.89
West	California	Los Angeles	4.86
South	Texas	San Antonio	3.50





# Customer Satisfaction Analysis

Customer Loyalty & Experience Drivers

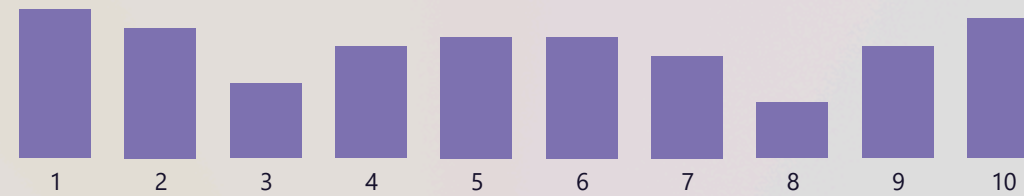


## AVG CUSTOMER SATISFACTION SCORE

5.35

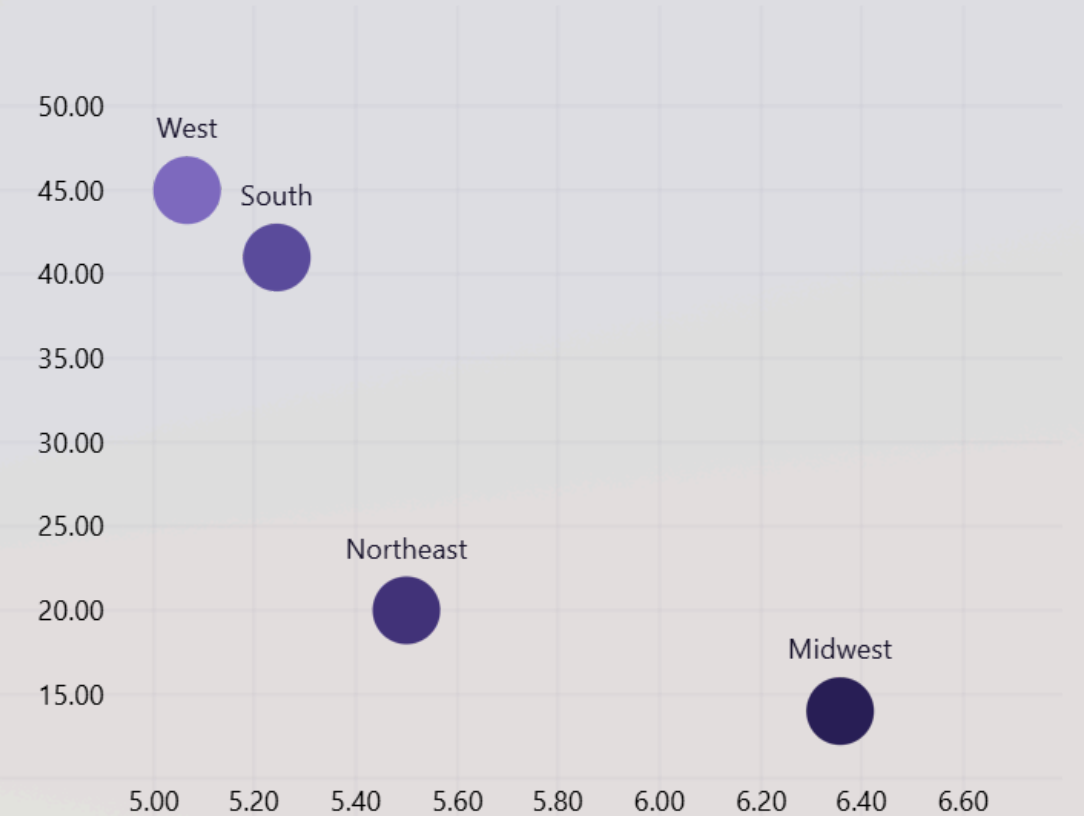
Based on 120 Customers

## SATISFACTION SCORE DISTRIBUTION



## SATISFACTION VS CUSTOMER VOLUME ACROSS SEGMENTS

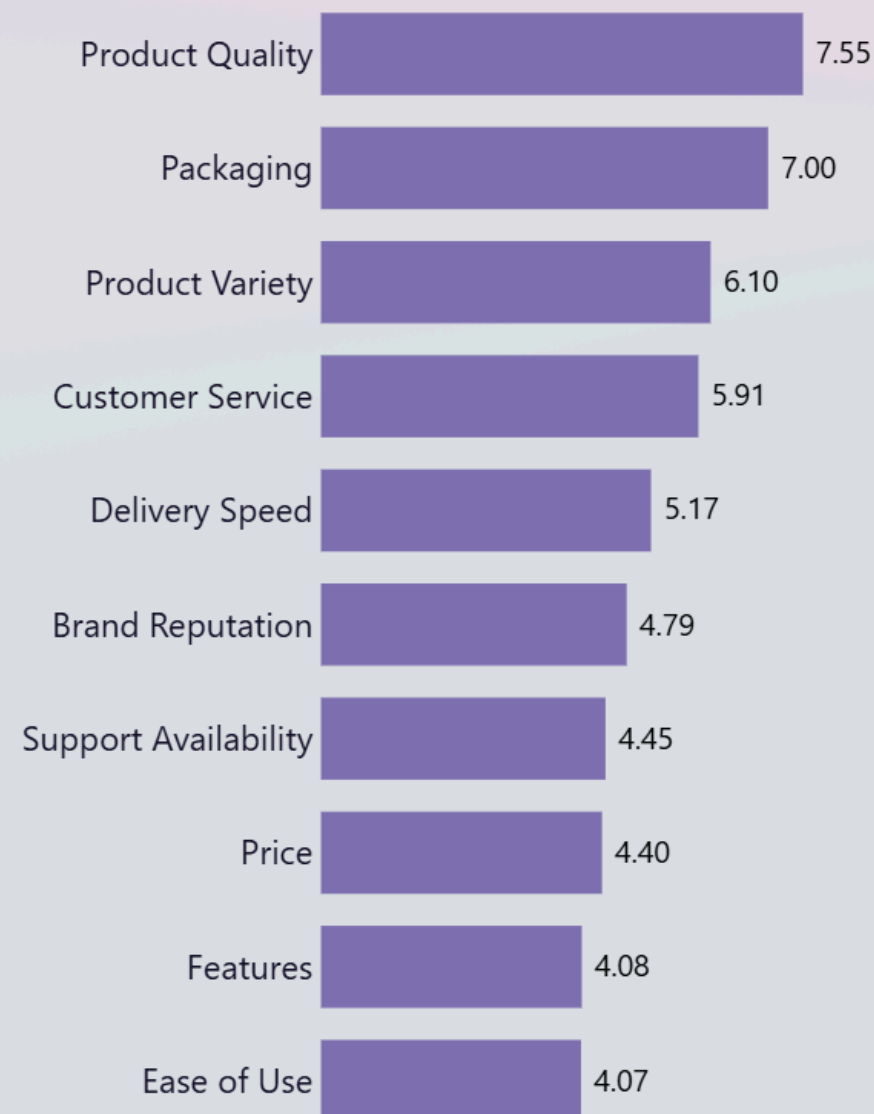
Do high-volume segments show higher satisfaction?



## SATISFACTION SCORE VS SATISFACTION FACTOR

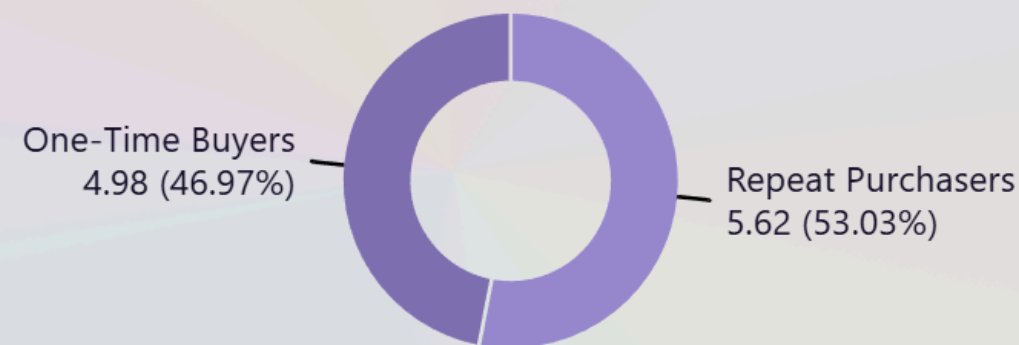
Which factors drive satisfaction the most?

Back Zoom-out



## SATISFACTION SCORE VS PURCHASE HISTORY

Do repeat buyers report higher satisfaction than one-time buyers?



## SATISFACTION SCORE VS LOYALTY LEVEL

Does loyalty level reflect satisfaction?



## SATISFACTION SCORE VS SUPPORT CONTACTED

Does contacting support reduce customer satisfaction?

