## **Customer Satisfaction & Sentiment Analysis Dashboard**

Avg Overall Rating Avg Ease of Use Average Customer Service Average Value for Unique Likelihood to **Ticket System** 12/30/2024 10/1/2024 Rating Money **Recommend Count** 4.56 3.37 Freshdesk ServiceNow Survey Count and Likelihood to **Customer Satisfaction by NPS Category** Relationship Between Overall Rating, Likelihood to Recommend, and **Recommend by NPS Category** csat category Detractor Passive Promoter Total Jira Service Zendesk Sentiment Management id\_survey likelihood\_to\_recommend Satisfied 119 373 251 743 32 6 Neutral 38 Negatif — Netral — Positif 3Rb Dissatisfied 6 6 400 10 Zoho Desk otrs 157 **Total** 379 251 787 likelihood\_to\_recommend 300 Count Survey 2Rb **Trend of Value for Money and Sentiment Over Time** likelihood\_to\_ 200 Jumlah sebesar value for money
Jumlah sebesar sentiment 200 100 100 Passive Promoter Detractor 500 20 25 30 nps\_category overall\_rating **Sentiment Breakdown by NPS Category Distribution of Sentiment in Customer Sentiment Composition by Overall Rating** sentiment Detractor Passive Promoter Total Reviews Negatif — Netral — Positif Negatif 3 100% 18 (2.29%) — Netral 3 Positif survey id (44.35%)sentiment Total Positif **Sentiment Breakdown by CSAT Category** 50%

5

5

4

0%

overall rating

sentiment Dissatisfied Neutral Satisfied Total

Netral

Negatif

420

(53.37%)

Positif

Netral

Negatif

Total