

# Customer Satisfaction & Sentiment Analysis Dashboard

Avg Overall Rating

4.56

Avg Ease of Use

4.47

Average Customer Service Rating

3.37

Average Value for Money

4.38

Unique Likelihood to Recommend Count

12

10/1/2024

12/30/2024

Ticket System

Freshdesk

ServiceNow

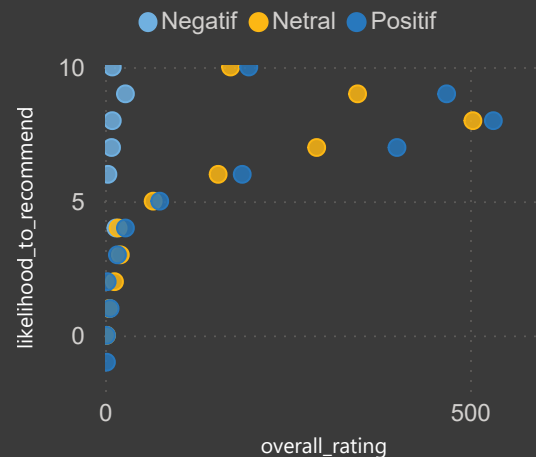
Jira Service Management

Zendesk

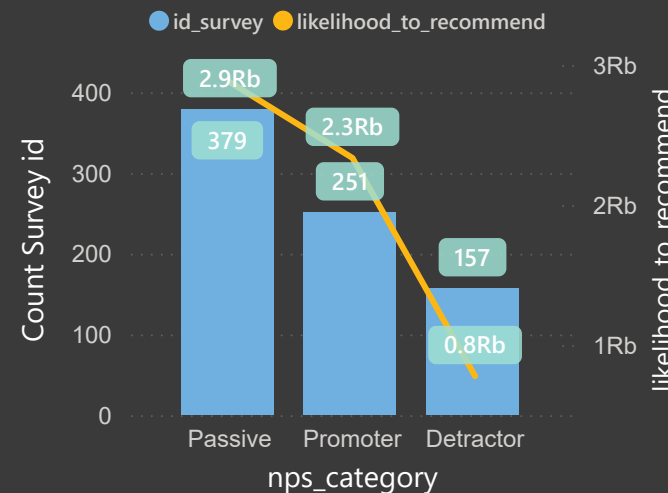
otrs

Zoho Desk

Relationship Between Overall Rating, Likelihood to Recommend, and Sentiment



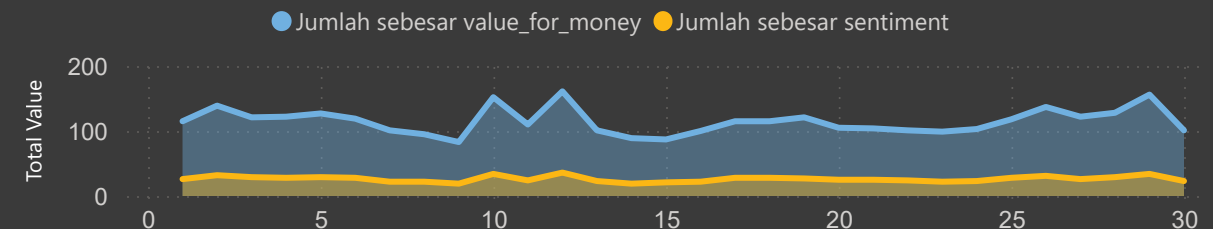
Survey Count and Likelihood to Recommend by NPS Category



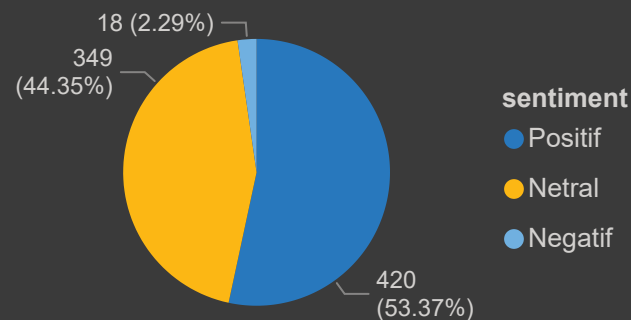
Customer Satisfaction by NPS Category

csat_category	Detractor	Passive	Promoter	Total
Satisfied	119	373	251	743
Neutral	32	6		38
Dissatisfied	6			6
Total	157	379	251	787

Trend of Value for Money and Sentiment Over Time



Distribution of Sentiment in Customer Reviews



Sentiment Breakdown by NPS Category

sentiment	Detractor	Passive	Promoter	Total
Negatif	2	2	2	3
Netral	5	3	2	5
Positif	4	3	2	4
Total	5	3	2	5

Sentiment Breakdown by CSAT Category

sentiment	Dissatisfied	Neutral	Satisfied	Total
Positif	2	4	4	5
Netral	3	4	4	5
Negatif		2	2	4
Total	4	4	4	5

Sentiment Composition by Overall Rating

