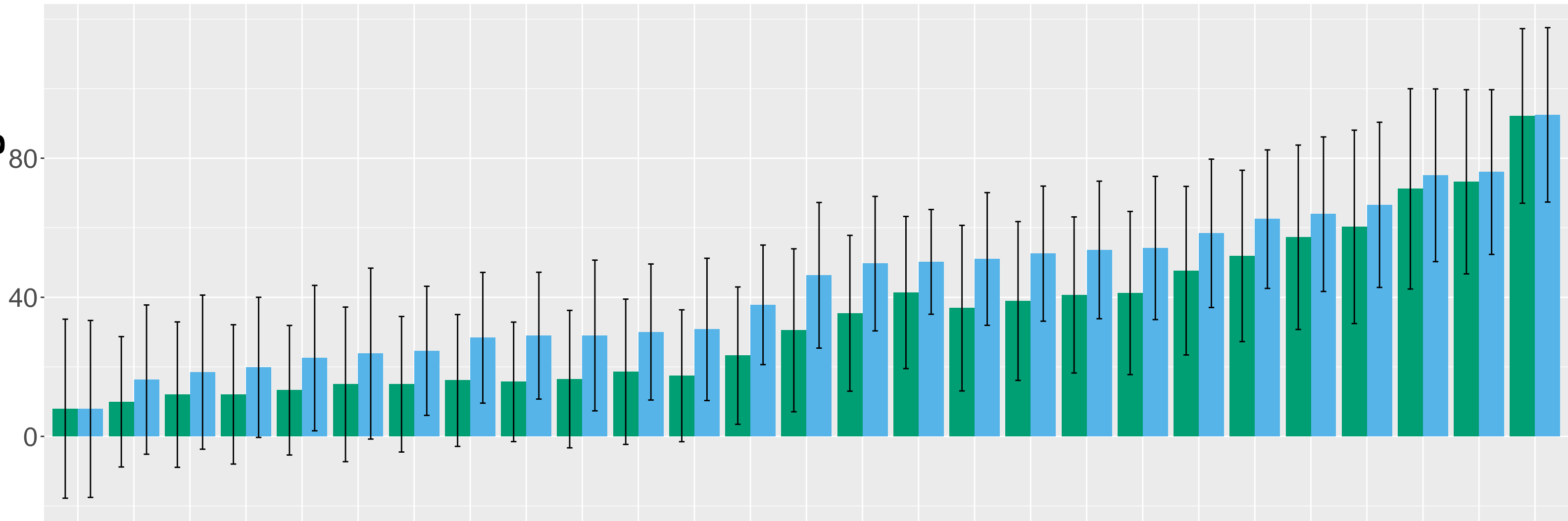


Scaled Rating

Satisfaction Personal Desirability



Customer Journey Plots