



E15 LENZ Performance Snapshot (October 2024)

Neil Gardner

2 Health & Sanitation audits completed
487 VOC responses received
0 Origami and 0 Red Phone incidents reported

15

HEALTH & SANITATION

2

Completed Health & Sanitation Audits

96%

Overall Average Score

Accounts with Failed Audits (<90%)

0

Accounts
0%
of units

0

Total Missed
Critical
Questions

0

Total
Resolved
Tickets

0

Avg Ticket
Resolution
Time (Days)



0

Open
Tickets

178

Comments to Open Ended
Questions

22% Positive (40)

28% Neutral (49)

50% Negative (89)

Top Categories Driving Negative Comments
(# of comments)

0

Facilities

0

Customer Service Order Accuracy

0

AI GENERATED VOICE OF CUSTOMER ANALYSIS

86

Accounts with <10 Monthly VOC
Responses

86% of active units participating in LTF

0

AI Identified
Comments with
Foreign Objects

0

Average CSAT for
Accounts with Foreign
Objects in Comments

ORIGAMI & RED PHONE

Foreign Objects
Reported

0

0

Foreign Object Found
(Top 5 Categories)

0

0

0

0

0

Location Where Foreign Object was Found
(Top 5 Categories)

0

0

0

0

0