



E15 LENZ Performance Snapshot (October 2024)

Sari Feltman

35 Health & Sanitation audits completed
500 VOC responses received
0 Origami and 0 Red Phone incidents reported

HEALTH & SANITATION



Accounts with Failed Audits (<90%)

3
Accounts
9%
of units

16
Total Missed
Critical
Questions

16
Total
Resolved
Tickets

0.6
Avg Ticket
Resolution
Time (Days)



34
Open
Tickets

124

Comments to Open Ended Questions

29% Positive (36)
34% Neutral (42)
37% Negative (46)

Top Categories Driving Negative Comments
(# of comments)



AI GENERATED VOICE OF CUSTOMER ANALYSIS

280

Accounts with <10 Monthly VOC Responses

98% 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

Red Phone

5

Origami

Foreign Object Found
(Top 5 Categories)



Location Where Foreign Object was Found
(Top 5 Categories)

