

Customer Satisfaction & Loyalty Insights | Overview

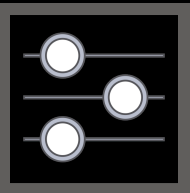
Strategic overview of customer experience, loyalty trends and regional Trends

Overview

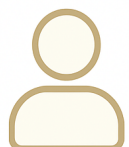
Contact & Satisfaction Impact

Purchase & Loyalty

Filter



Total Customers Surveyed



120

Average Satisfaction Score



5.35

% High Loyalty Customers



30.83%

% Repeat Customers



57.50%

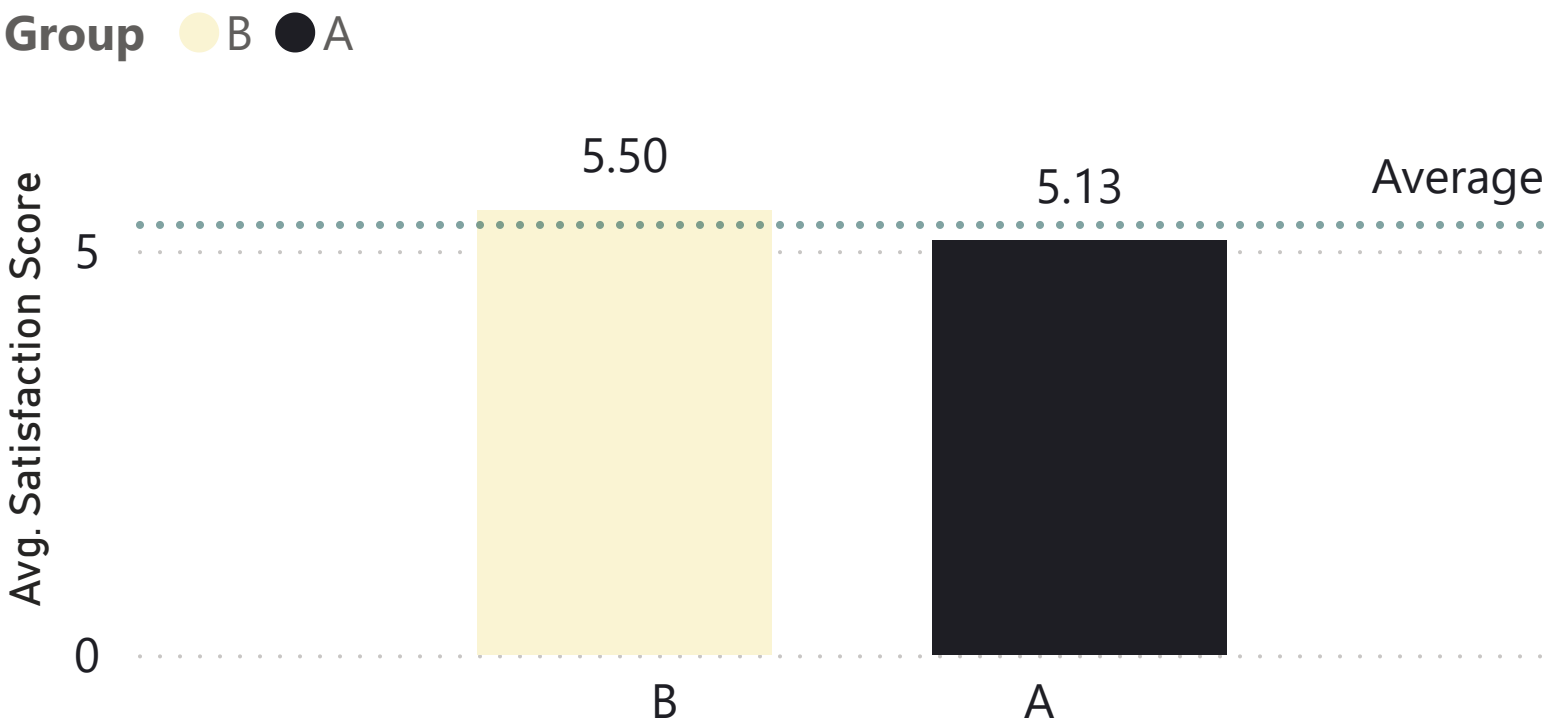
Top-Performing State

by Avg Satisfaction

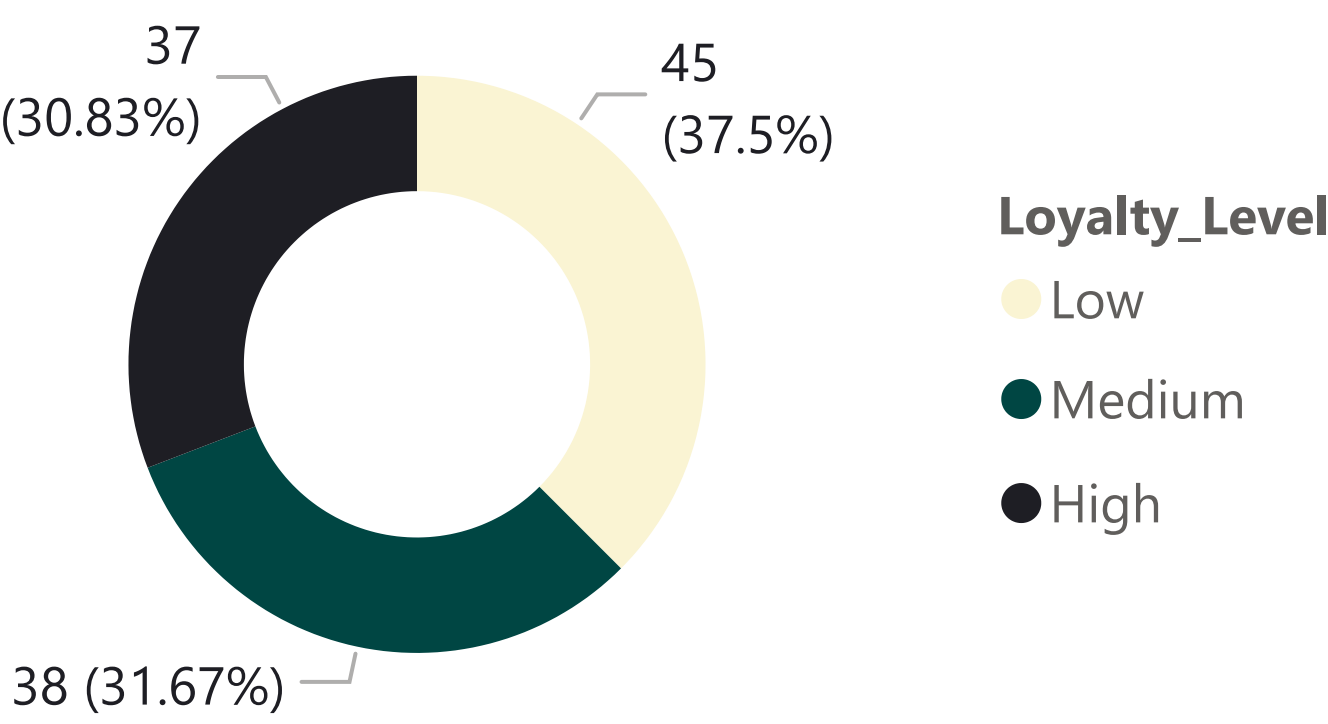


Illinois

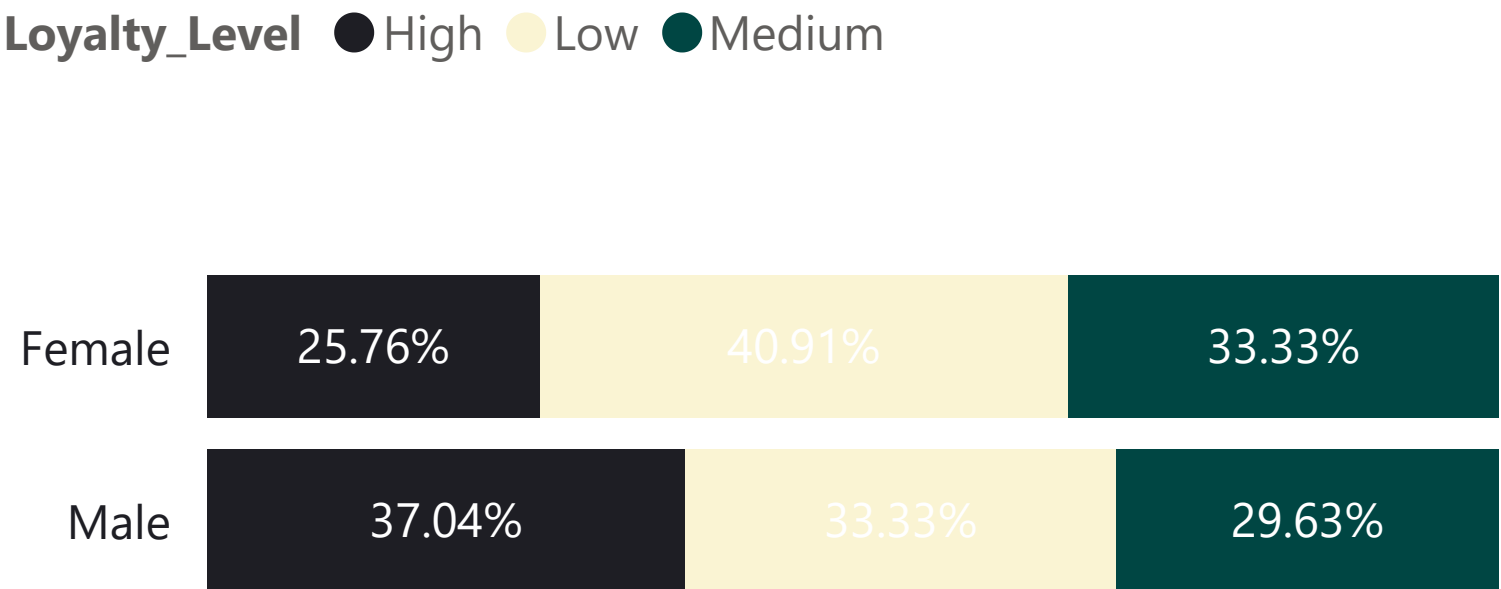
Average Satisfaction Score by Group



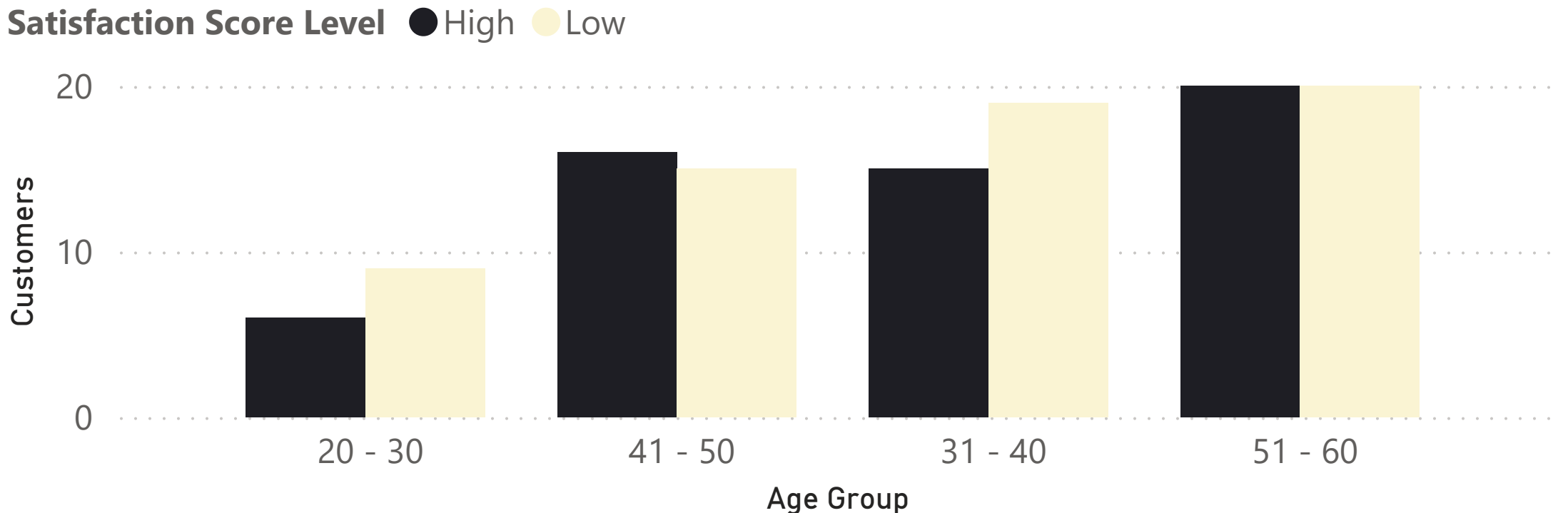
Loyalty Level distribution



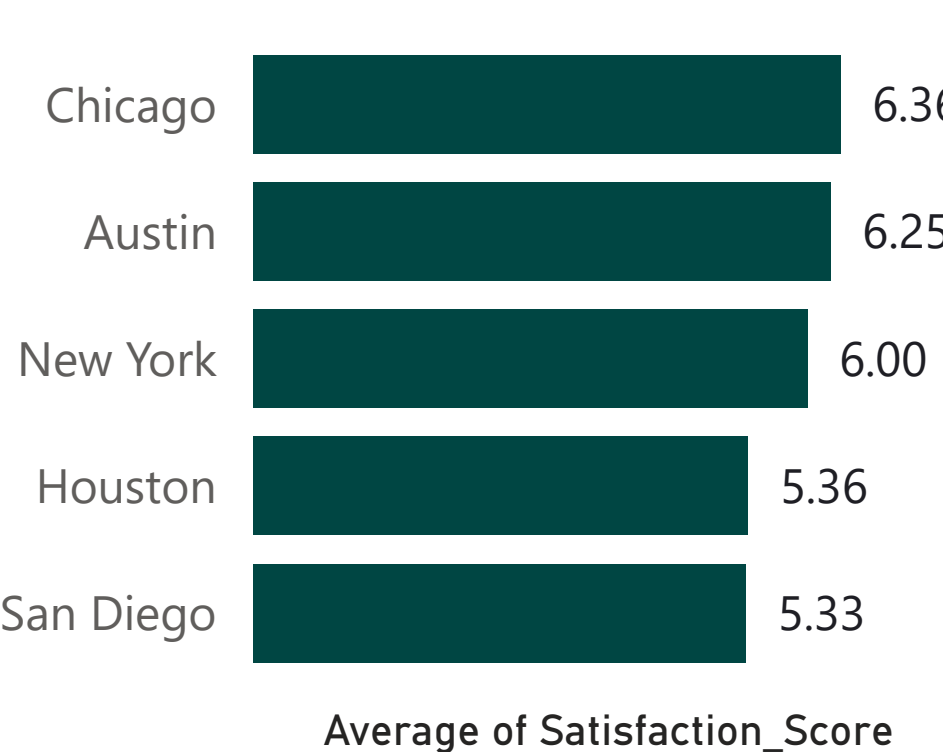
Loyalty Level distribution by Gender



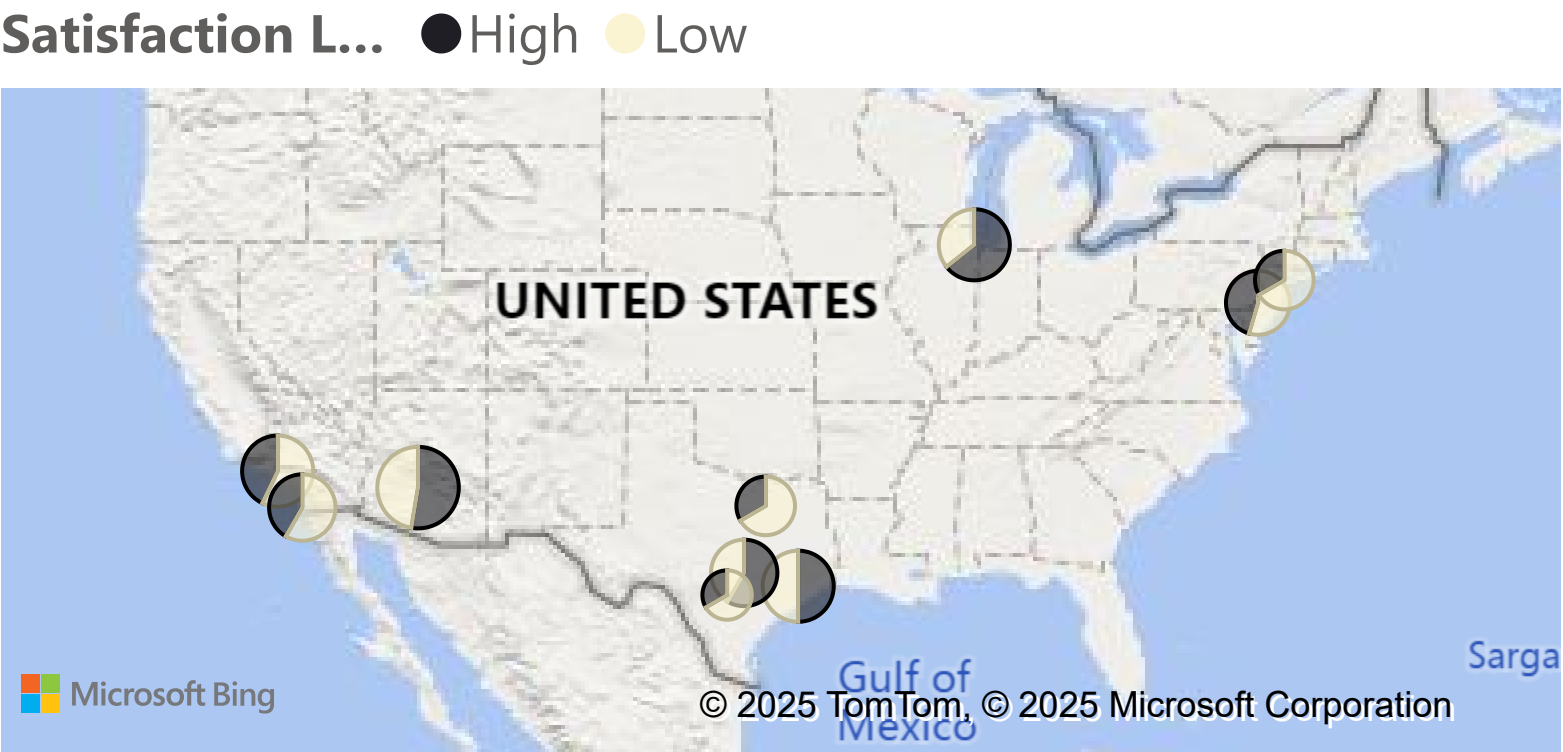
Age Group by Satisfaction Level



Top 5 City by Satisfaction Score

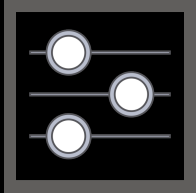


State by Satisfaction Score Level



Customer Satisfaction & Loyalty Insights | Contact & Satisfaction Impact

Assessing how customer support interactions influence satisfaction levels and loyalty outcomes.



Filter

Average Satisfaction Score



5.35

Top Satisfaction Factor

by Avg Satisfaction



Product Quality

Top-Performing State

by Avg Satisfaction



Illinois

% Contacted Customers



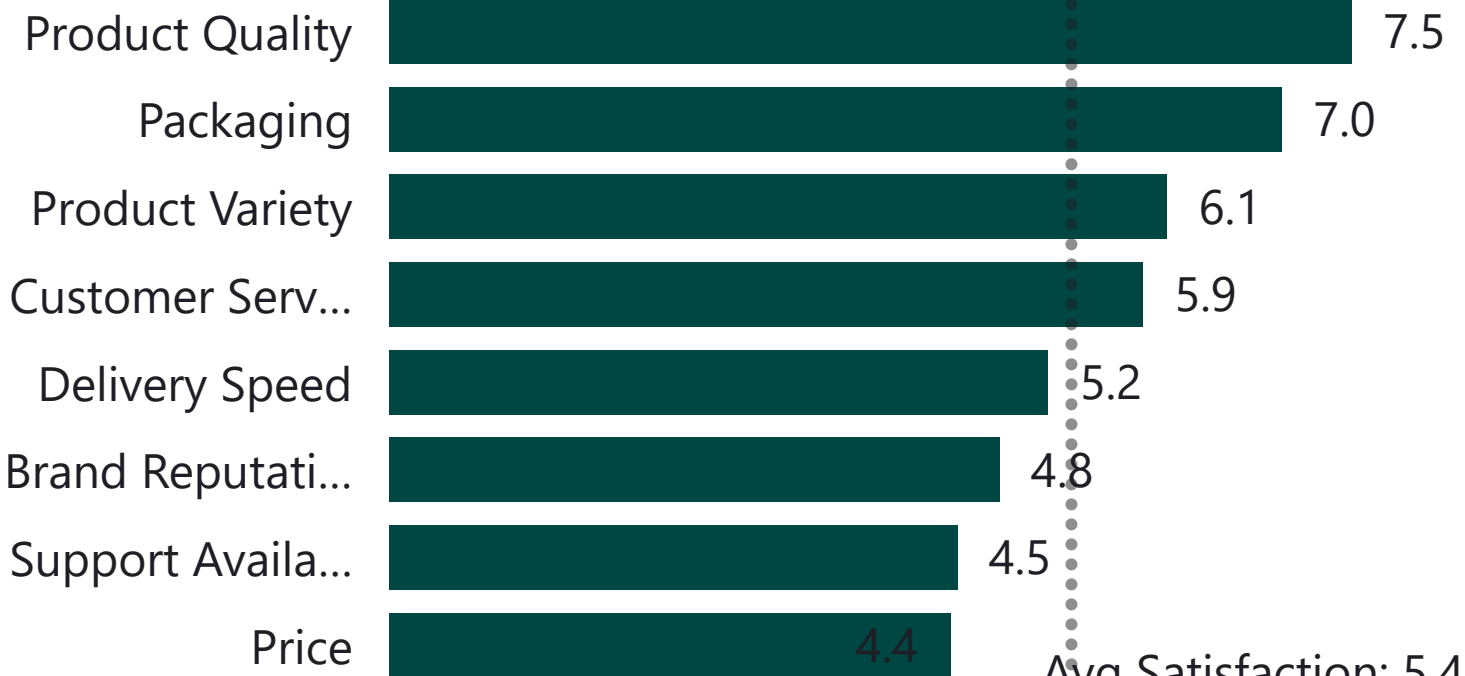
46.7%

Contacted but not satisfied



20

Satisfaction Factor by Satisfaction Score Level



Age Group-based preferences

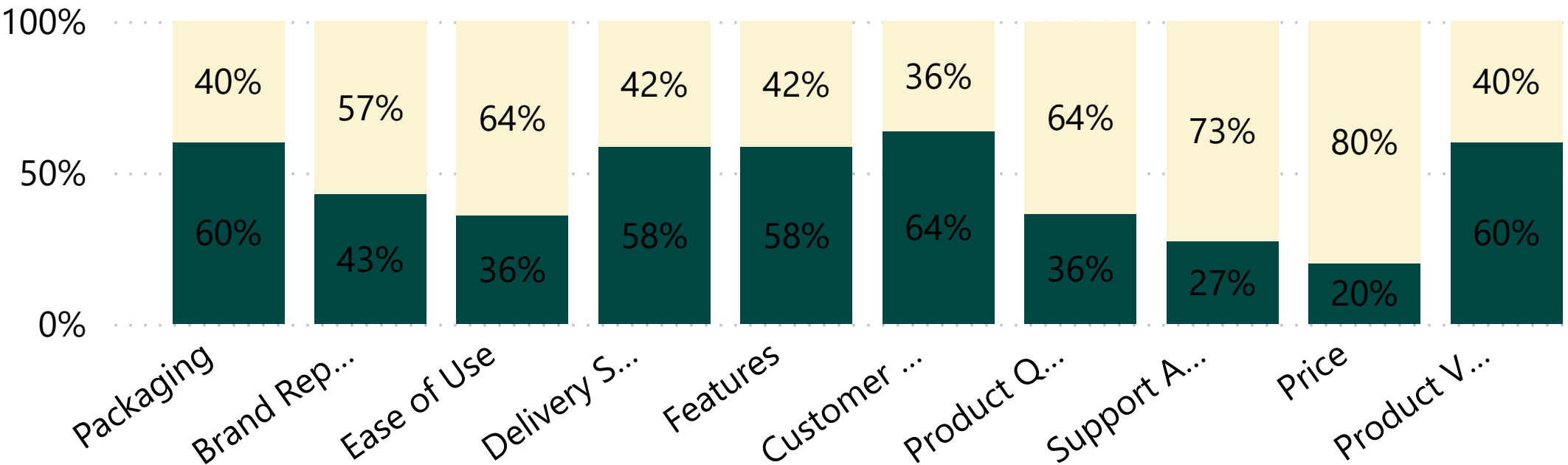
Satisfaction_Factor	20 - 30	31 - 40	41 - 50	51 - 60
Brand Reputation	2	5	4	3
Customer Service	4	1	2	4
Delivery Speed		4	2	6
Ease of Use	3	5	1	5
Features	2	4	2	4
Packaging	2	5	4	4
Price		3	4	3
Product Quality	1	3	3	4
Product Variety	1	1	4	4

Customers Preference

Satisfaction Factor	Customers	Avg Satisfaction Score
Packaging	15	7.00
Brand Reputation	14	4.79
Ease of Use	14	4.07
Delivery Speed	12	5.17
Features	12	4.08
Customer Service	11	5.91
Product Quality	11	7.55
Support Availability	11	4.45

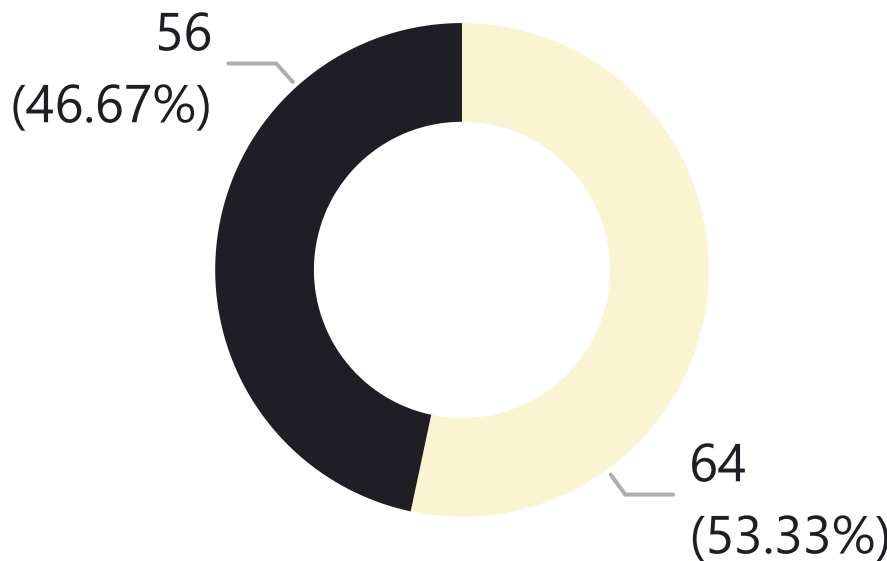
Support Contacted Vs Satisfaction Factor

Support_Contacted ● Yes ● No



Support Contacted

Support_Contacted ● No ● Yes



Support Contacted vs Loyalty Level

Loyalty_Level ● High ● Low ● Medium

