

Customer Satisfaction & NPS Performance Dashboard

SurveyDate

15-04-2024

13-06-2024

Region

All

Age group

All

Device

All

Channel

All

635

NPS score

3.5

Avg. Product Score

3.4

Avg. Service Score

3.4

Avg. Support Score

3.0

Avg. Price Score

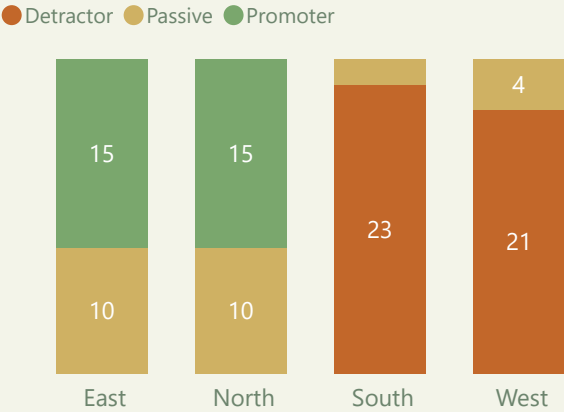
50%

Reccommendation Rate

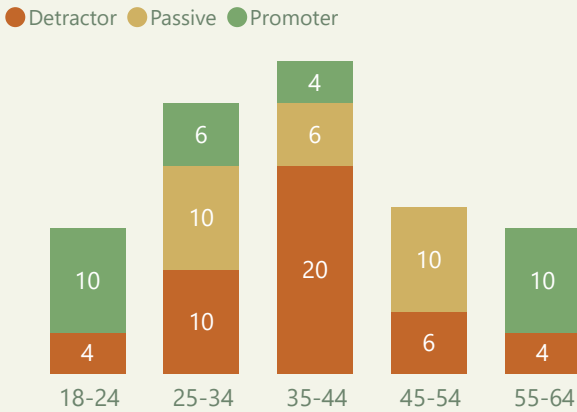
33

Complaints Count

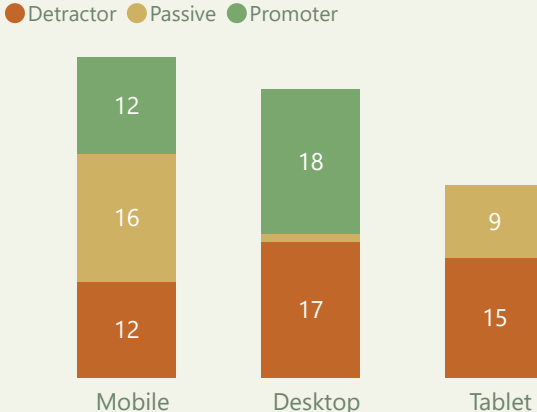
NPS Category by Region



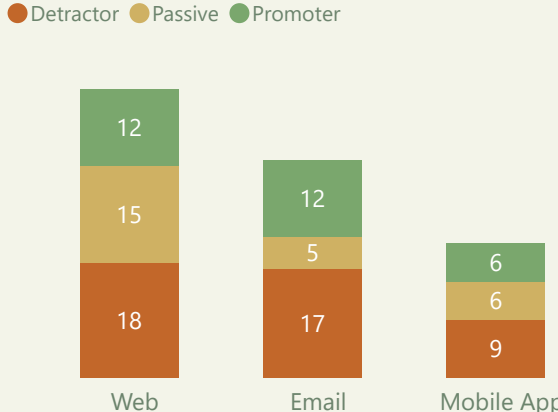
NPS Category by Age group



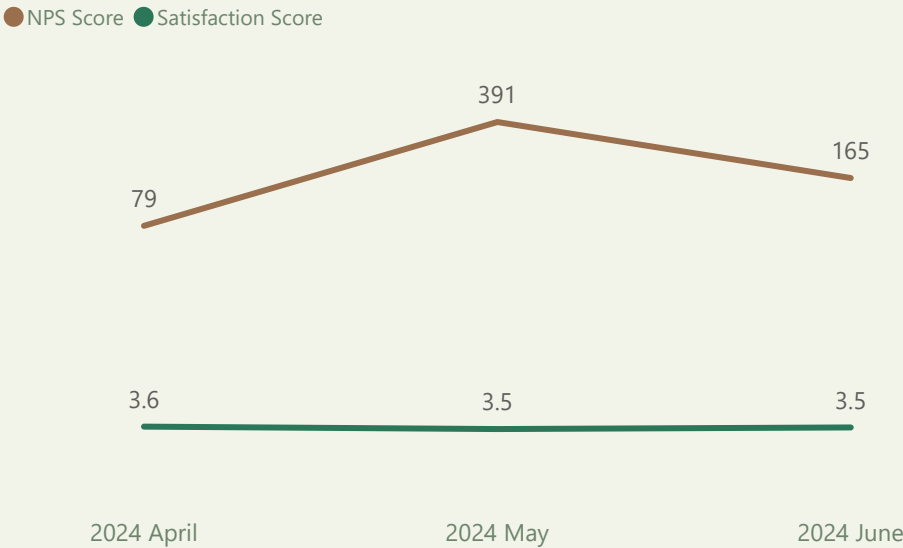
NPS Category by Device



NPS Category by Channel



NPS and Satisfaction Score Trend



Gender

All

Education

All

Occupation

All

Survey Language

All

Filters apply only to the Detailed Report

Detailed Report

SurveyDate	Respondent ID	Age Group	Channel	Device	Product Satisfaction Code	Recommendation	Complaint Filed	Completion Time
15-04-2024	3001	25-34	Email	Mobile	5	Yes	No	6
15-04-2024	3002	35-44	Web	Desktop	3	No	Yes	12
16-04-2024	3003	18-24	Mobile App	Mobile	4	Yes	Null	5
16-04-2024	3004	45-54	Web	Tablet	2	No	Yes	15
17-04-2024	3005	55-64	Email	Desktop	5	Yes	No	6
17-04-2024	3006	25-34	Web	Mobile	4	No	No	20
18-04-2024	3007	35-44	Mobile App	Tablet	5	Yes	No	7
18-04-2024	3008	25-34	Web	Desktop	3	No	Yes	12

Customers Response

Helpful Service
Good
Outstanding
Unacceptable
Excellent
Great
Friendly
Satisfied



Detailed Report

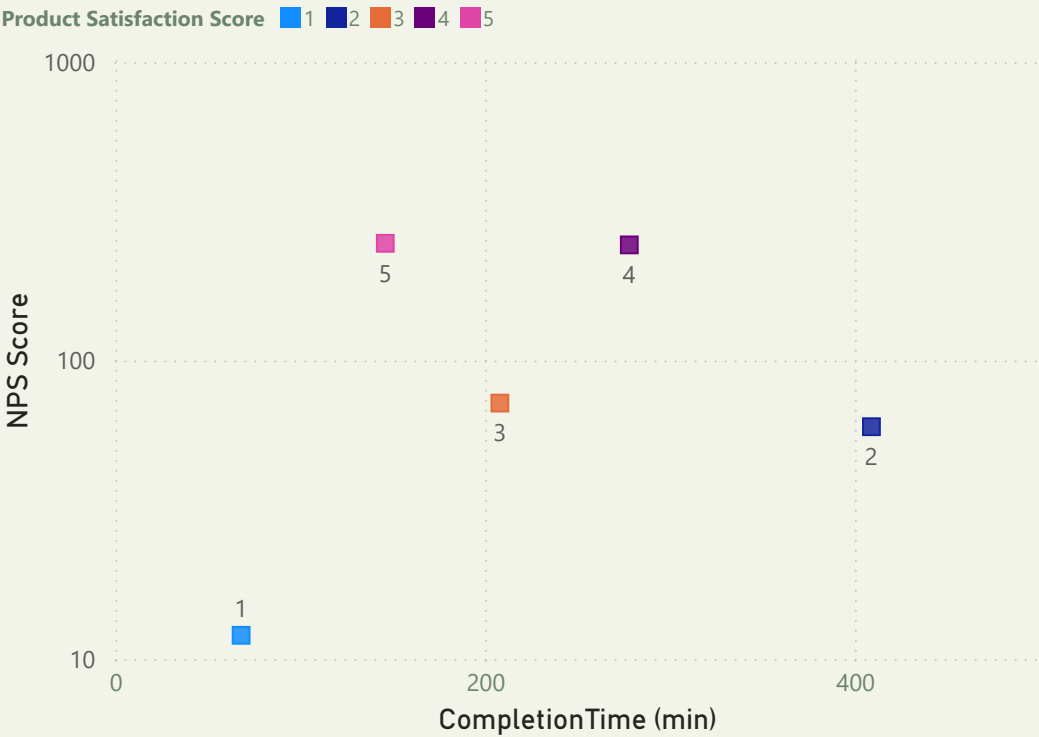
SurveyDate	Region	Respondent ID	Age Group	Education	Channel	Device	Recommendation	Complaint Filed	Completion Time	FollowUpContact	Gender	Occupation	Product Satisfaction Code	Support Satisfaction Score	Price Satisfactio Score
15-04-2024	North	3001	25-34	Bachelor	Email	Mobile	Yes	No	6	No	Female	Engineer	5	5	4
15-04-2024	South	3002	35-44	Master	Web	Desktop	No	Yes	12	Yes	Male	Manager	3	2	2
16-04-2024	East	3003	18-24	High School	Mobile App	Mobile	Yes	Null	5	No	Female	Student	4	5	5
16-04-2024	West	3004	45-54	Bachelor	Web	Tablet	No	Yes	15	No	Male	Technician	2	1	1
17-04-2024	North	3005	55-64	Master	Email	Desktop	Yes	No	6	No	Female	Retired	5	4	5
17-04-2024	South	3006	25-34	Bachelor	Web	Mobile	No	No	20	Yes	Female	Sales	4	2	2
18-04-2024	East	3007	35-44	PhD	Mobile App	Tablet	Yes	No	7	No	Male	Scientist	5	4	4
18-04-2024	West	3008	25-34	Bachelor	Web	Desktop	No	Yes	18	No	Female	Engineer	2	1	1
19-04-2024	North	3009	45-54	High School	Email	Mobile	Yes	No	8	No	Male	Technician	4	5	4
19-04-2024	South	3010	35-44	Bachelor	Web	Desktop	No	No	10	Yes	Female	Manager	3	2	2
20-04-2024	East	3011	18-24	High School	Mobile App	Mobile	Yes	No	5	No	Male	Student	5	5	5
20-04-2024	West	3012	55-64	Master	Email	Tablet	No	Yes	17	Yes	Female	Retired	1	2	2
01-05-2024	North	3013	25-34	Bachelor	Web	Desktop	Yes	No	4	No	Female	Engineer	5	5	5
01-05-2024	South	3014	35-44	Master	Email	Mobile	No	Yes	16	Yes	Male	Manager	2	1	1
02-05-2024	East	3015	45-54	Bachelor	Web	Tablet	Yes	No	7	No	Female	Teacher	4	4	4
02-05-2024	West	3016	18-24	High School	Email	Mobile	No	Yes	19	No	Male	Student	2	2	1
03-05-2024	North	3017	35-44	Master	Web	Desktop	Yes	No	6	No	Female	Sales	4	5	4
03-05-2024	South	3018	25-34	Bachelor	Mobile App	Mobile	No	Yes	21	Yes	Male	Technician	3	2	2
04-05-2024	East	3019	55-64	Master	Web	Desktop	Yes	No	5	No	Female	Retired	5	5	5
04-05-2024	West	3020	35-44	Bachelor	Email	Tablet	No	No	14	Yes	Female	Manager	2	3	2
05-05-2024	North	3021	25-34	Bachelor	Web	Mobile	Yes	No	7	No	Male	Engineer	4	4	3
05-05-2024	South	3022	35-44	Master	Mobile App	Desktop	No	Yes	13	Yes	Female	Manager	3	2	2
06-05-2024	East	3023	18-24	High School	Email	Mobile	Yes	No	5	No	Female	Student	4	5	5
06-05-2024	West	3024	45-54	Bachelor	Web	Tablet	No	Yes	16	No	Male	Technician	2	1	1
07-05-2024	North	3025	55-64	Master	Email	Desktop	Yes	No	6	No	Female	Retired	5	4	5
07-05-2024	South	3026	25-34	Bachelor	Mobile App	Mobile	No	No	20	Yes	Female	Sales	4	2	2
08-05-2024	East	3027	35-44	PhD	Web	Desktop	Yes	No	7	No	Male	Scientist	5	4	4
08-05-2024	West	3028	25-34	Bachelor	Email	Tablet	No	Yes	18	No	Female	Engineer	2	1	1
09-05-2024	North	3029	45-54	High School	Web	Mobile	Yes	No	8	No	Male	Technician	4	5	4
09-05-2024	South	3030	35-44	Bachelor	Mobile App	Desktop	No	No	10	Yes	Female	Manager	3	2	2

Advanced Analysis

Segmentation Analysis

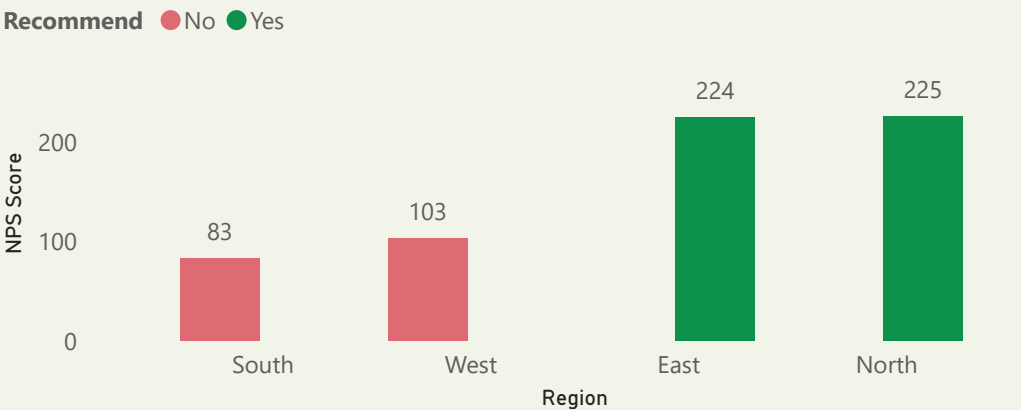
Region	Age Group	Device	NPS Score	Service Satisfaction Score	Product Satisfaction Code	Support Satisfaction Score	Price Satisfaction Score
West	25-34	Desktop	1	1	2	1	1
West	18-24	Mobile	1	1	2	2	1
West	25-34	Tablet	1	1	2	1	1
South	35-44	Mobile	2	2	2	1	1
South	18-24	Mobile	3	3	6	6	3
West	55-64	Tablet	3	2	1	2	2
South	25-34	Desktop	4	4	8	4	4
West	45-54	Tablet	4	4	4	2	2
West	35-44	Mobile	6	6	6	3	3
West	35-44	Tablet	6	3	2	3	2
East	35-44	Tablet	8	4	5	4	4
East	45-54	Tablet	8	4	4	4	4
South	45-54	Tablet	8	8	8	4	4
North	35-44	Desktop	9	5	4	5	4
South	55-64	Tablet	9	6	3	6	6
North	25-34	Desktop	10	5	5	5	5

Correlation Analysis breakdown by Product Satisfaction Score

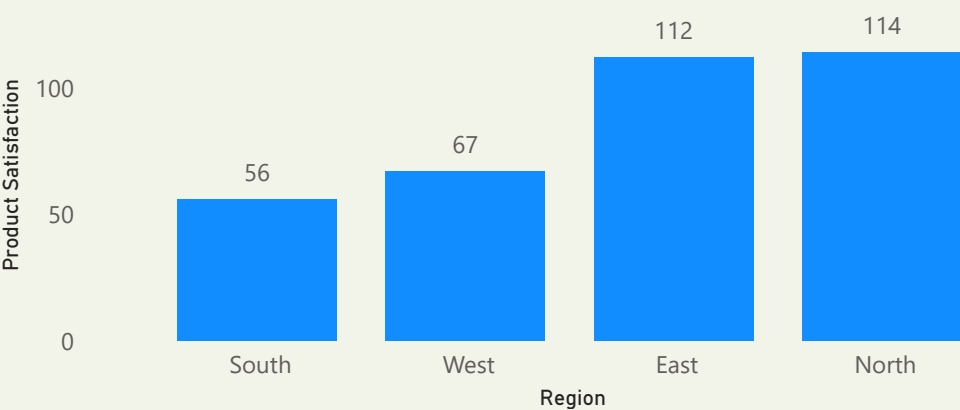


Root Cause Analysis

Segmentation Analysis breakdown by NPS Score & Recommendation



Segmentation Analysis breakdown by Product Satisfaction



Segmentation Analysis

Region	Age Group	Device	NPS Score	Service Satisfaction Score	Product Satisfaction Code	Support Satisfaction Score	Price Satisfaction Score	# Complaints filed	Completion Time (min)	Responses	Recommend
West	25-34	Mobile	28	12	16	8	8		80	Took too long to complete; product was goo...	No
West	35-44	Desktop	20	12	12	8	8		40	Product and service were average not satisfi...	No
West	35-44	Desktop	15	9	9	6	6	3	39	Service was average support slow.	No
West	25-34	Mobile	12	6	9	6	6	3	63	Product was faulty had to wait long for supp...	No
South	25-34	Desktop	4	4	8	4	4	4	72	Very disappointed nothing worked as expect...	No
South	45-54	Tablet	8	8	8	4	4	4	60	Very poor support not happy with service.	No
South	35-44	Desktop	10	6	6	4	4		20	Product and service were average not satisfi...	No
South	18-24	Mobile	3	3	6	6	3	3	57	Not happy with the product support was not...	No
West	35-44	Mobile	6	6	6	3	3	3	48	Unacceptable delays poor communication.	No
South	35-44	Tablet	18	9	6	9	6		42	Service was inconsistent product needs impr...	No
South	25-34	Mobile	7	3	4	2	2		20	Product was good service slow.	No
South	25-34	Mobile	7	3	4	2	2		20	Took too long to complete; product was goo...	No
South	35-44	Desktop	6	3	3	2	2	1	12	Product quality was average support was slow.	No
South	35-44	Desktop	5	3	3	2	2	1	13	Service was average support slow.	No
South	25-34	Mobile	4	2	3	2	2	1	21	Product was faulty had to wait long for supp...	No
South	55-64	Tablet	9	6	3	6	6	3	51	Service and product both poor not recomme...	No
West	25-34	Desktop	1	1	2	1	1	1	18	Very disappointed nothing worked as expect...	No
West	35-44	Desktop	6	3	2	3	2		14	Service was inconsistent product needs impr...	No
West	18-24	Mobile	1	1	2	2	1	1	19	Not happy with the product support was not...	No
South	35-44	Mobile	2	2	2	1	1	1	16	Unacceptable delays poor communication.	No
West	25-34	Tablet	1	1	2	1	1	1	18	Very disappointed nothing worked as expect...	No
West	25-34	Tablet	5	5	5	5	5		11	Service was inconsistent product needs impr...	No