

Executive Summary Report

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Executive Summary

Metric	Value	Percentage
Total Feedback	1000	100%
Positive Feedback	507	50.7%
Negative Feedback	369	36.9%
Neutral Feedback	124	12.4%
Average Confidence	84.91	-

Net Promoter Score (NPS)

NPS Score	Grade	Promoters	Passives	Detractors
14	Needs Improvement	50.7%	12.4%	36.9%

Target: 50 | Status: -36

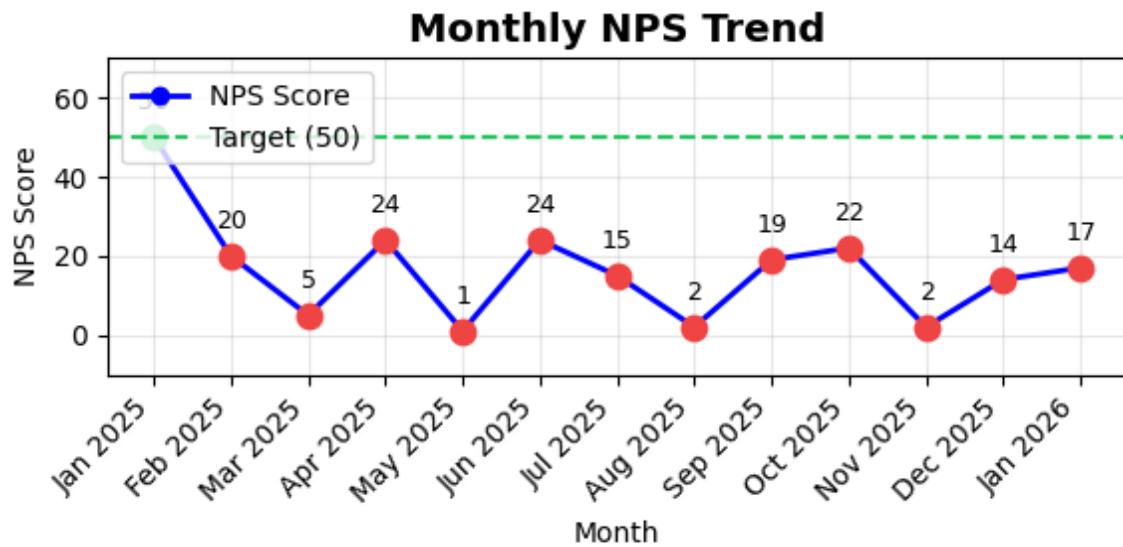
NPS is calculated as: % Promoters - % Detractors. Scores range from -100 to +100. Scores above 50 are considered excellent.

Customer Satisfaction (CSAT)

CSAT Score	Status	Threshold	Satisfied	Unsatisfied
63.1%	Needs Improvement	80%	631	369

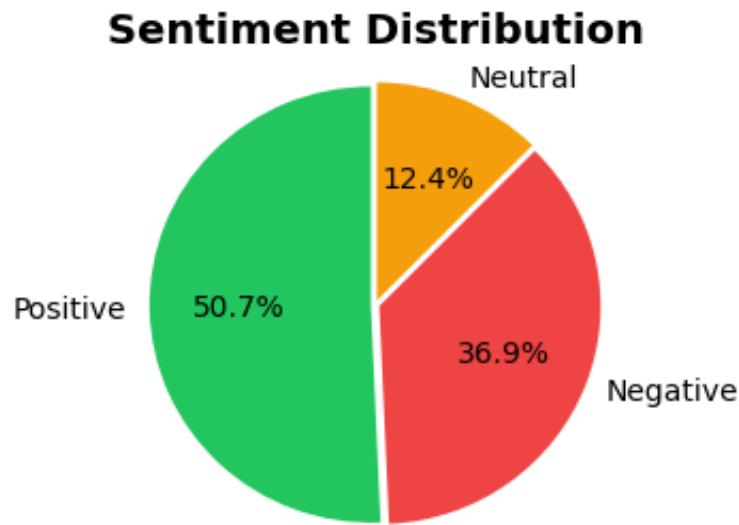
CSAT measures customer satisfaction as % of positive + neutral feedback. Current threshold is set to 80%.

Monthly NPS Trend



Month	NPS Score	Total	Status
Aug 2025	2	103	✗ Below Target
Sep 2025	19	72	✗ Below Target
Oct 2025	22	88	✗ Below Target
Nov 2025	2	59	✗ Below Target
Dec 2025	14	81	✗ Below Target
Jan 2026	17	86	✗ Below Target

Sentiment Distribution



Sentiment Trends Over Time

Sentiment Trends Over Time

