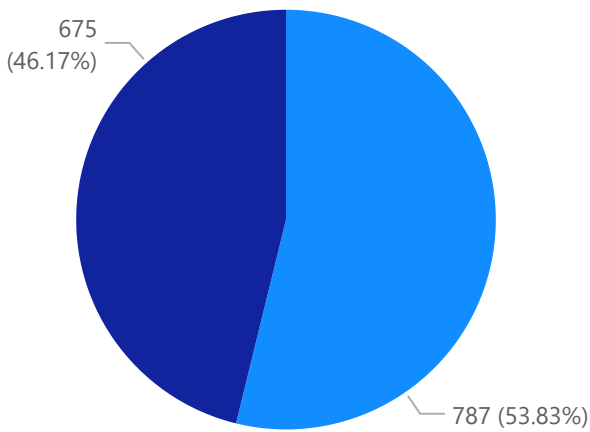


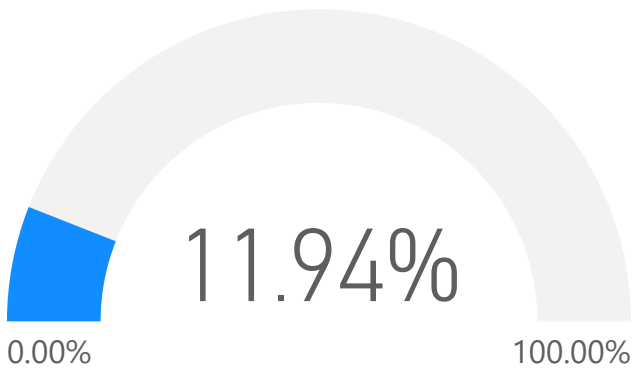
Ticket System Customer Satisfaction Report

Survey Response

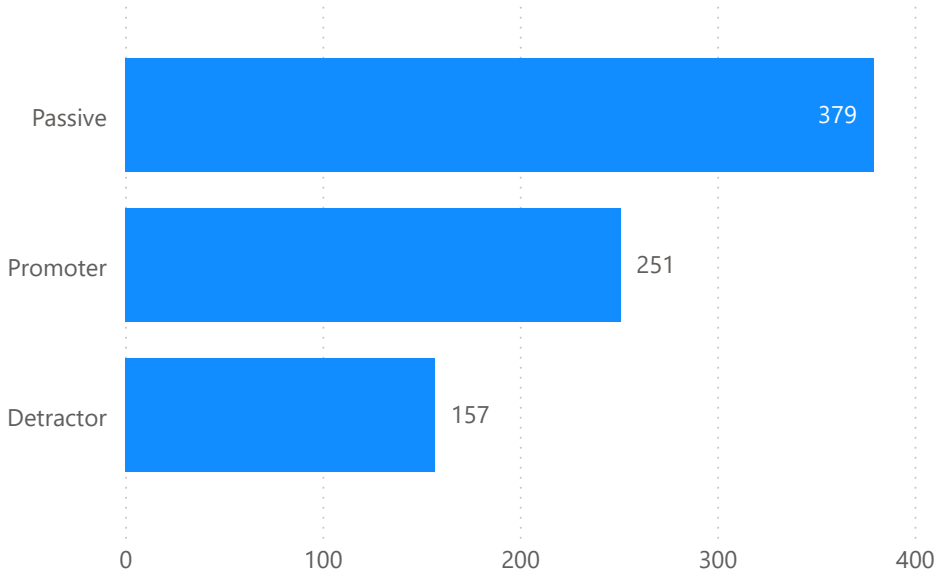
fill_survey Responded Not Responded



NPS Score

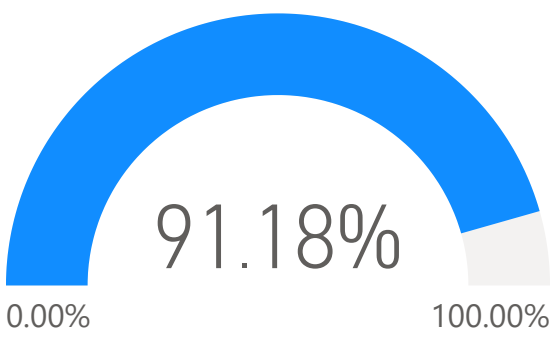


NPS Category

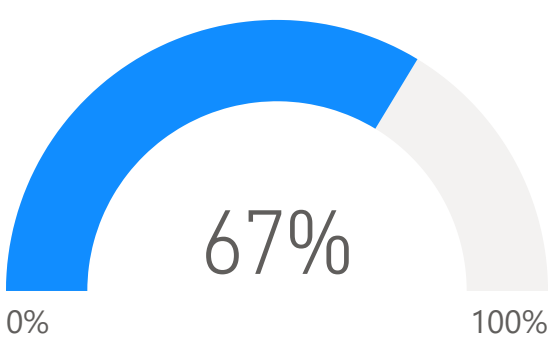


Customer Satisfaction

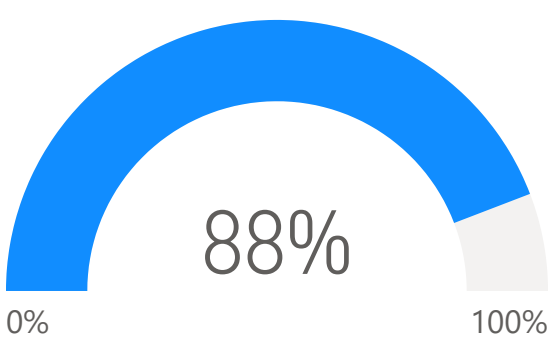
CSAT



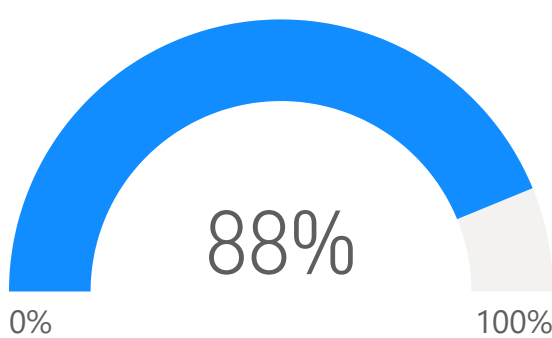
Customer Service



Features

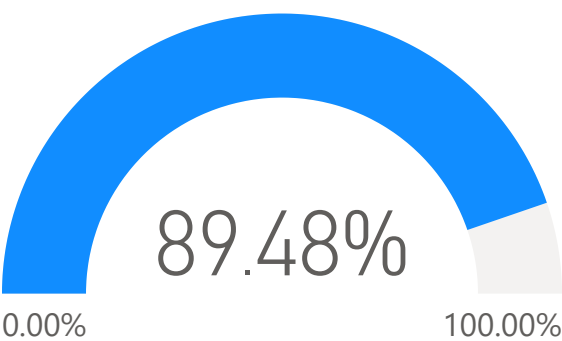


Value for Money



Customer Effort

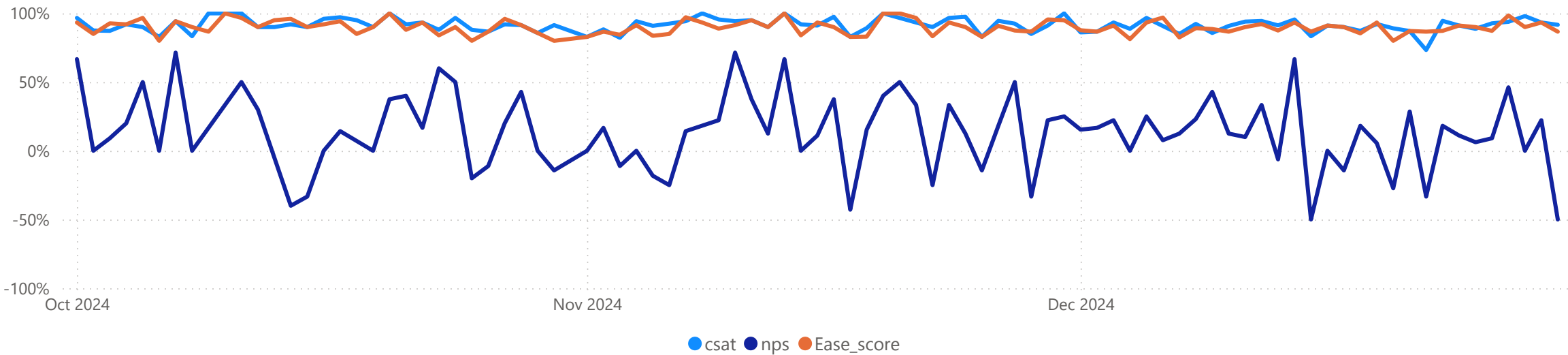
Ease of Use



Survey by Ticket System

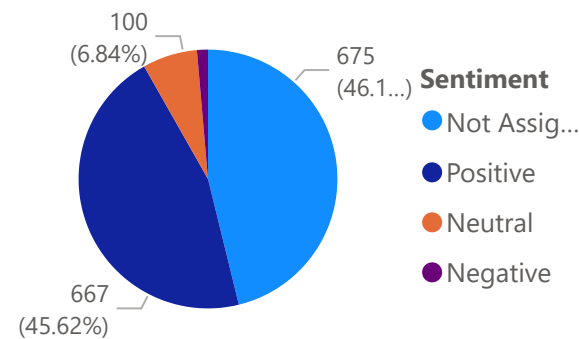
ticket_system	csat	nps	customer_satisfaction	features_satisfaction	Value Satisfaction	Ease_score
Freshdesk	92.08%	24.37%	69%	88%	90%	92.79%
Jira Service Management	91.73%	8.00%	69%	91%	86%	87.73%
otrs	91.11%	22.22%	67%	88%	86%	86.67%
ServiceNow	90.37%	14.81%	64%	86%	84%	84.44%
Zendesk	90.77%	6.33%	67%	87%	85%	87.96%
Zoho Desk	90.76%	7.23%	66%	89%	90%	89.48%
Total	91.18%	11.94%	67%	88%	88%	89.48%

Scores by Time

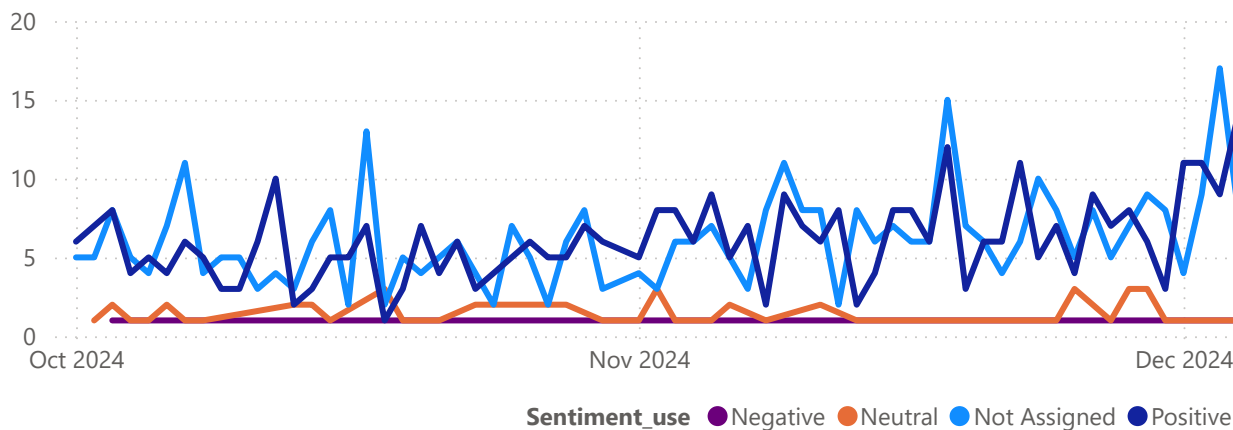


Ticket System Customer Satisfaction Report

Customer Sentiment



Sentiment Over Time



Sentiment by Ticket System

Ticket System

- Freshdesk
- Jira Service Management
- otrs
- ServiceNow
- Zendesk
- Zoho Desk

