

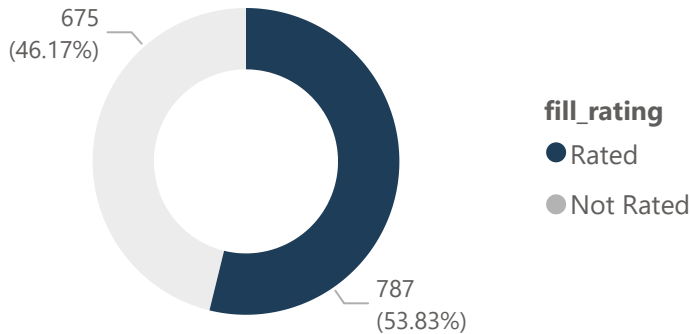
# Ticket System Review

Overview

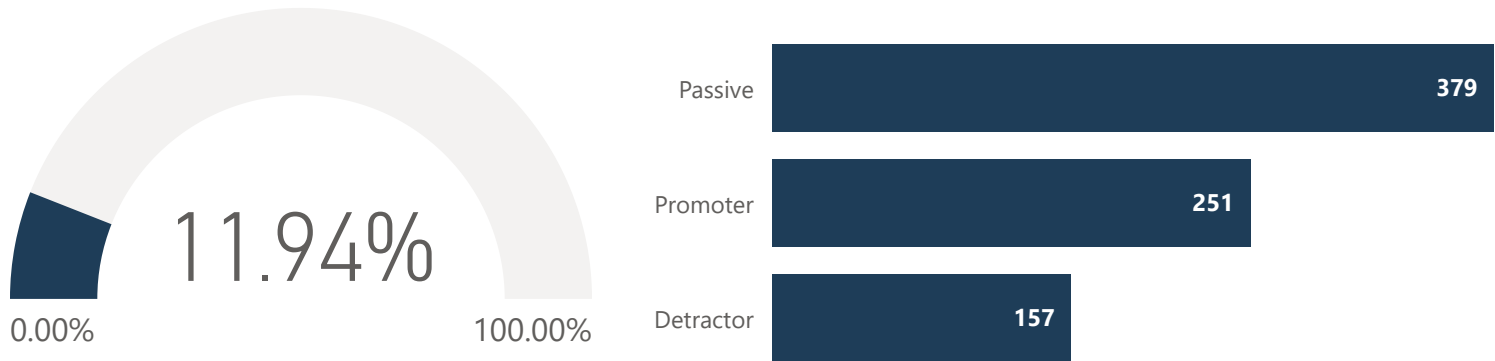
Overview

Sentiment Customer

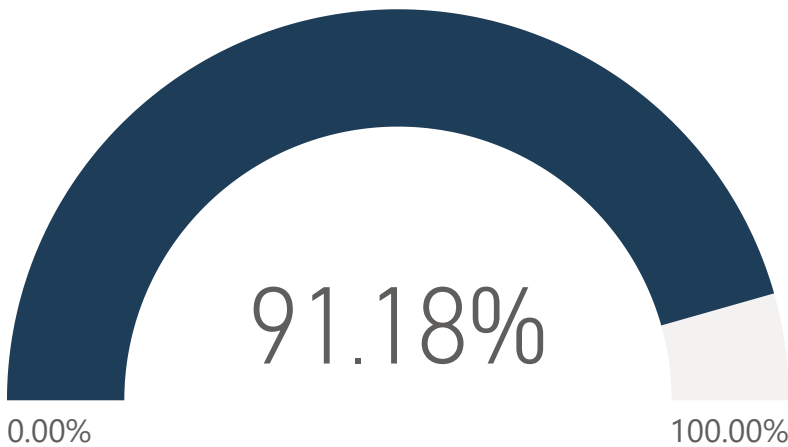
## Customer Review Participation Rate



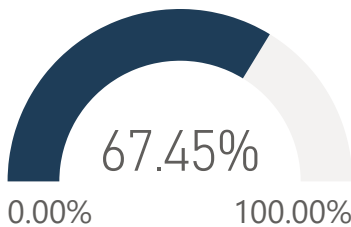
## NPS Score & The Total in Each Category



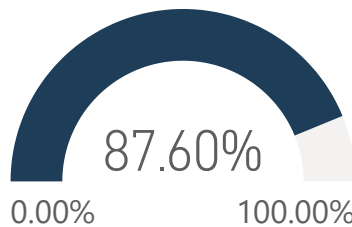
## Overall CSAT



## Customer Service



## Value for Money



## Ticketing System

Freshdesk

Jira Service Managem...

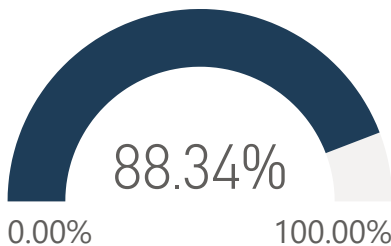
otrs

ServiceNow

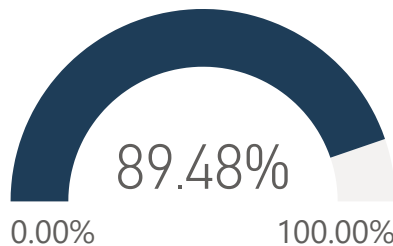
Zendesk

Zoho Desk

## Features



## Easy to Use



# Ticket System Review

Sentiment Analysis

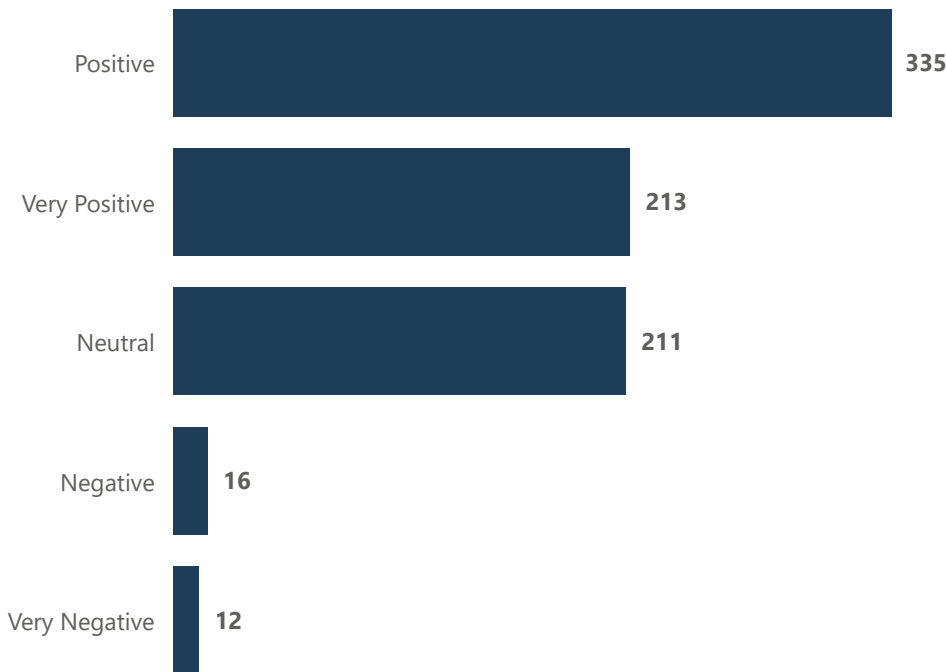
Total User

1462

Total Reviewer

787

## Total of Each Sentiment



Overview

Sentiment Customer

Freshdesk

Jira Servic...

otrs

ServiceNow

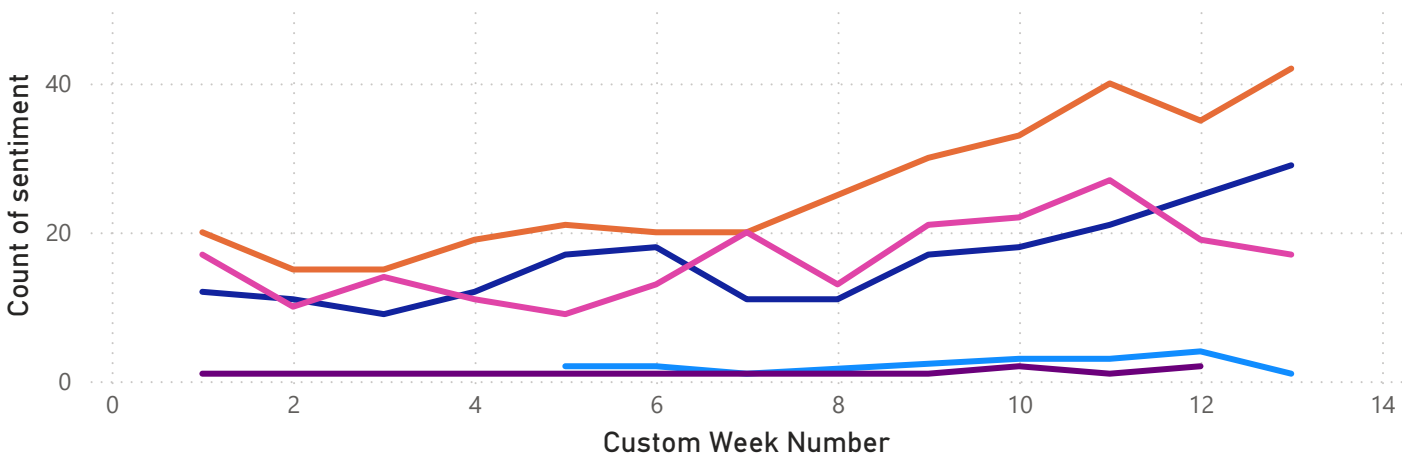
Zendesk

Zoho Desk

## Total Sentiment in Week

Starting in 1-Oct-2024

sentiment ● Negative ● Neutral ● Positive ● Very Negative ● Very Positive



id_survey	Review from User	Sentiment
T_01106	Zoho software is highly simple to use, secure, reliable, multi- tasked, easy to use, price is also affordable, easy teaming, and makes easier workflow.	Very Positive
T_03348	Zoho is 9 and plus rated in comparison to other platforms in the market and it's the best value on investment.	Very Positive
T_03883	Zoho Desk is very Easy to use, the interface is designed to be user-friendly, making it simple for both agents and administrators to manage support operations efficiently.	Very Positive
T_02617	Zoho Desk is such a great feature to add to your line of customer support tools. You can easily integrate it directly with other Zoho Products (CRM, Mail, Chat, ect) and it's a seamless integration.Zoho Desk support team is great, They provide friendly and top of	Positive