CUSTOMER SUCCESS DASHBOARD

Sales

$5,00,000
$4,00,000
$3,00,000
$2,00,000
$1,00,000
$0

Jan 2017 Apr Jul Oct Jan 2018 Apr Jul Oct Jan 2019 Apr Jul Oct

© GeoNames, Microsoft, TomTom

Customer satisfaction

Product 1
Product 2
Product 3
Product 4
Product 5

0% 20% 40% 60% 80% 100%

- (1) very low
- (2) low
- (3) ok
- (4) high
- (5) very high

Deliveries

67% ON TIME
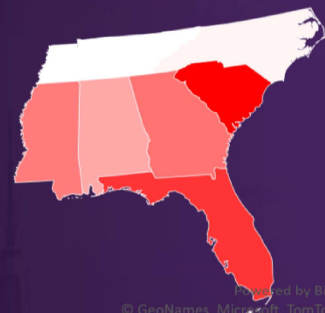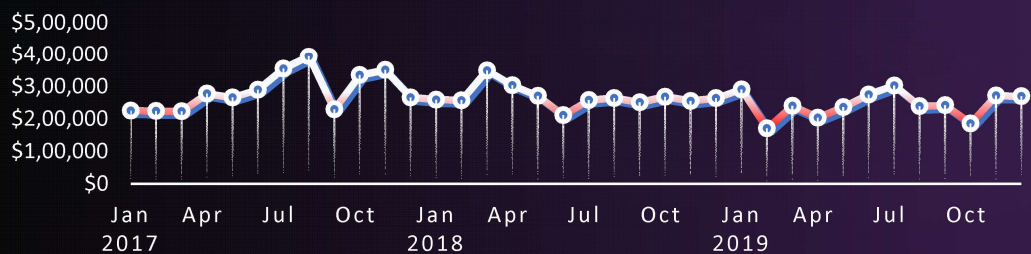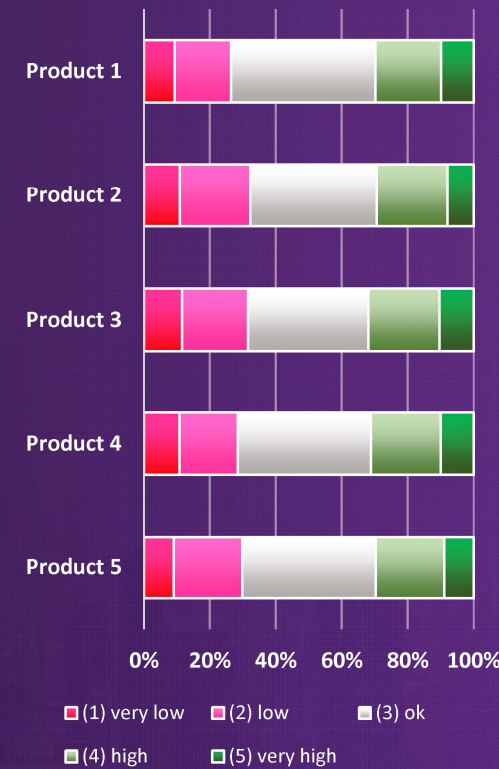
10% RETURNS

TARGET: 70%

TARGET: 8%

Customer aquisition

1,947.00 Organic
1,947.00 Returning
1,852.00 Ad
5,781.00 Total
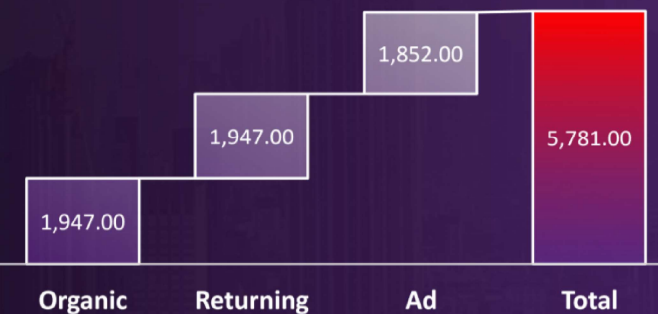
Years

| 2017 | 2018 |
| 2019 | |

Product

| Product 1 | Product 2 | Product 3 |
| Product 4 | Product 5 | |

Customer Acquisi...

| Ad | Organic |
| Returning | |

State

| Alabama | Florida | Georgia | Mississi... |
| North C... | South C... | Tennes... | |

Definition of 'on-time': A delivery is categorized as on time if the expected time of delivery is not exceeded by 3 hours.