

CUSTOMER FEEDBACK ANALYSIS DASHBOARD

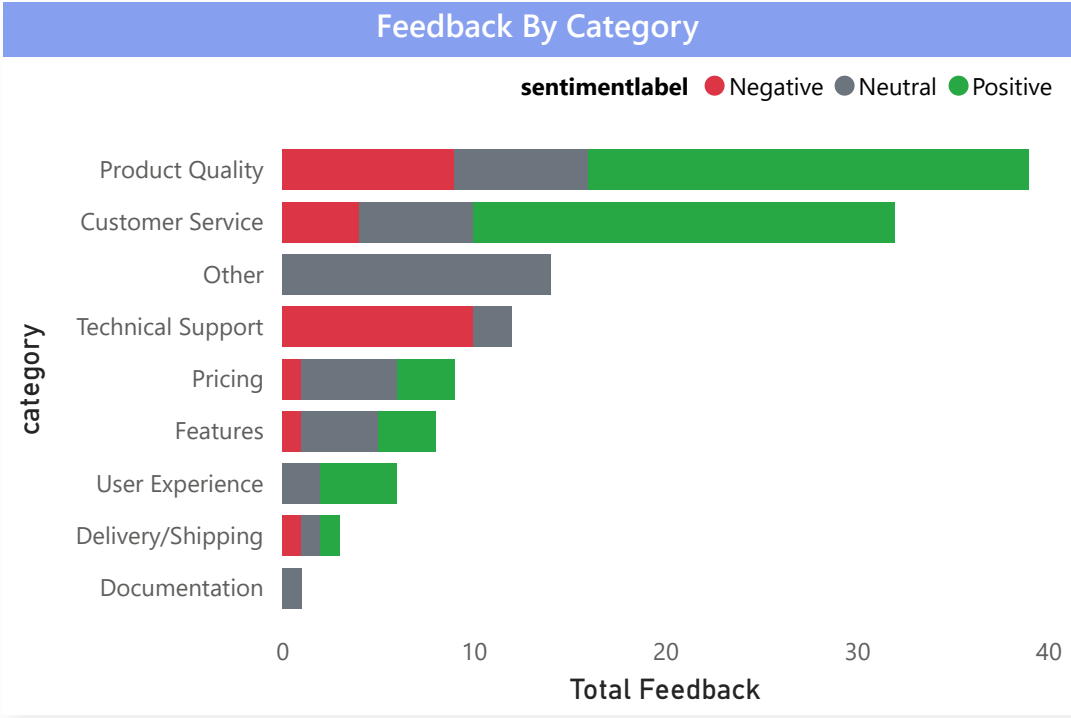
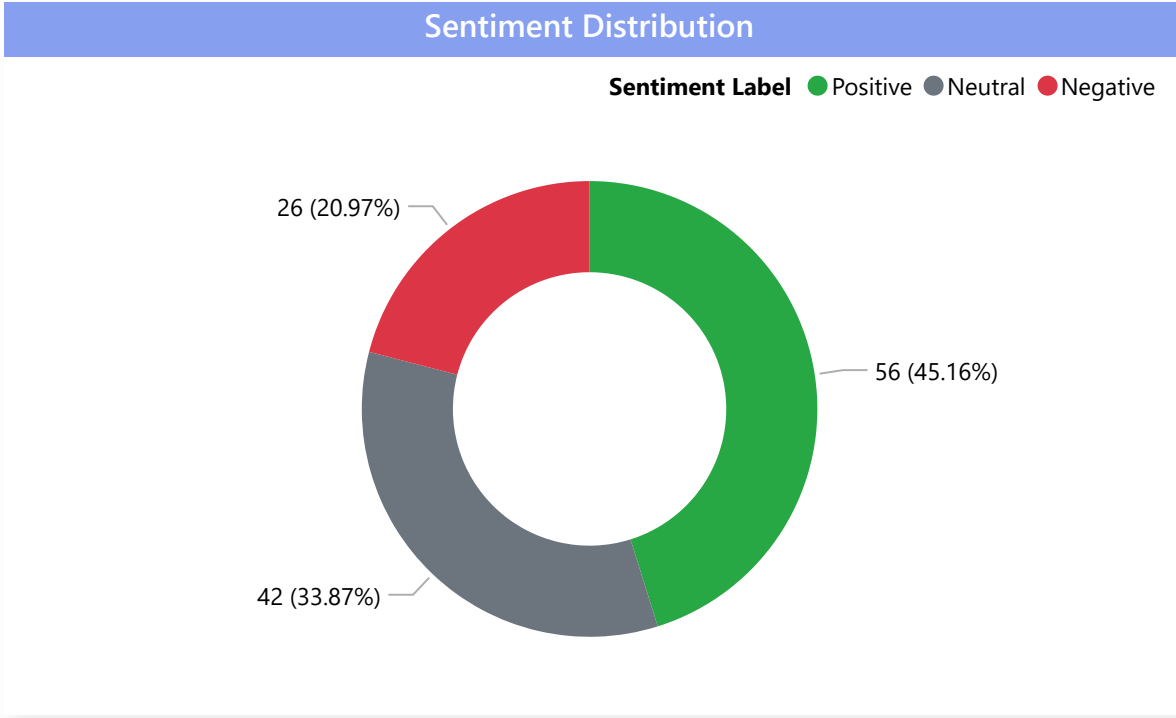
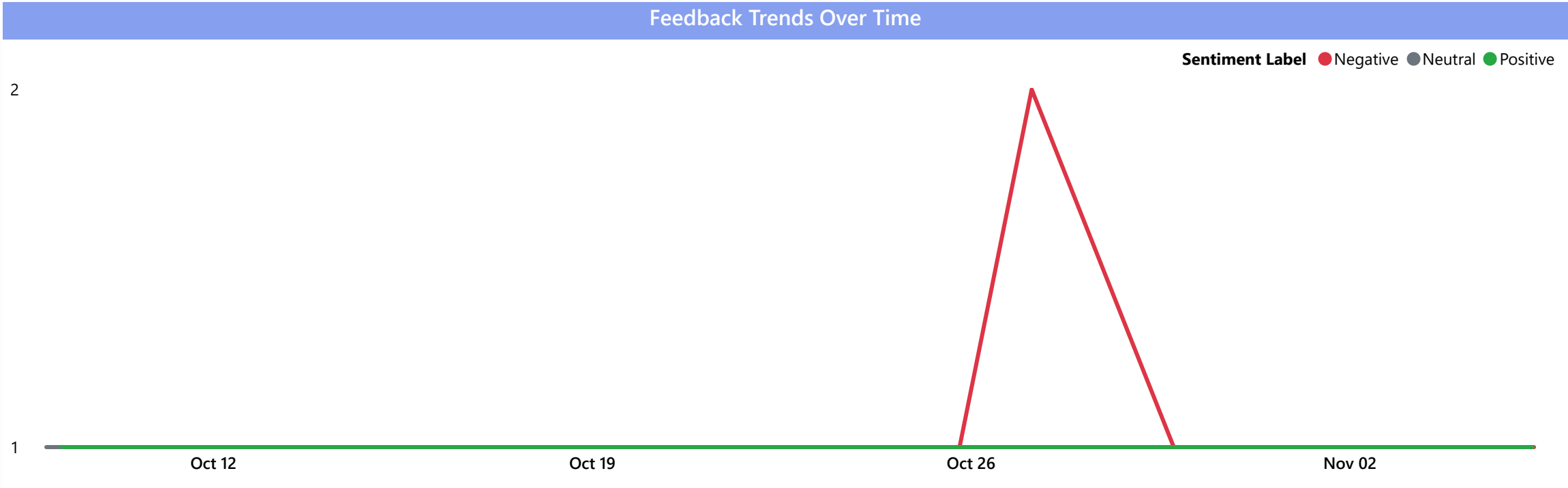
OverviewOperationsAnalytics

Total Feedback124

Average Rating3.24

Positive %45.2%
Positive Sentiment

High Priority66
High Priority



Filters:

Submission Date

10/8/202511/5/2025

Product Service

All

Category

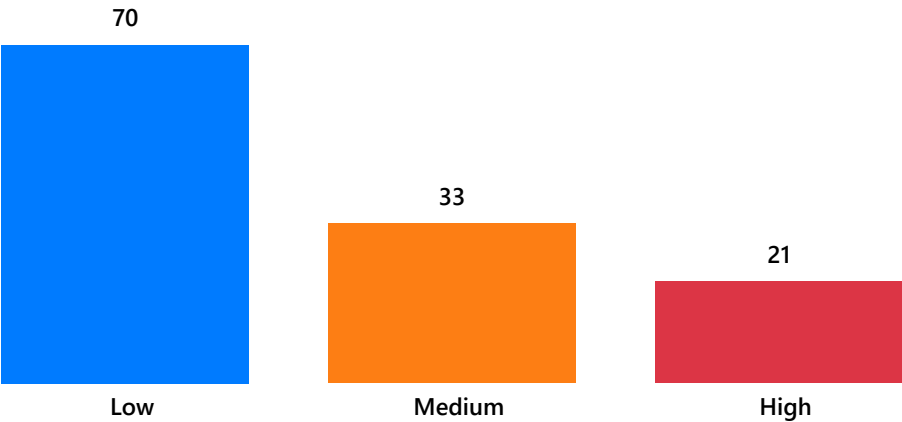
All

🚨 High Priority Items - Action Required

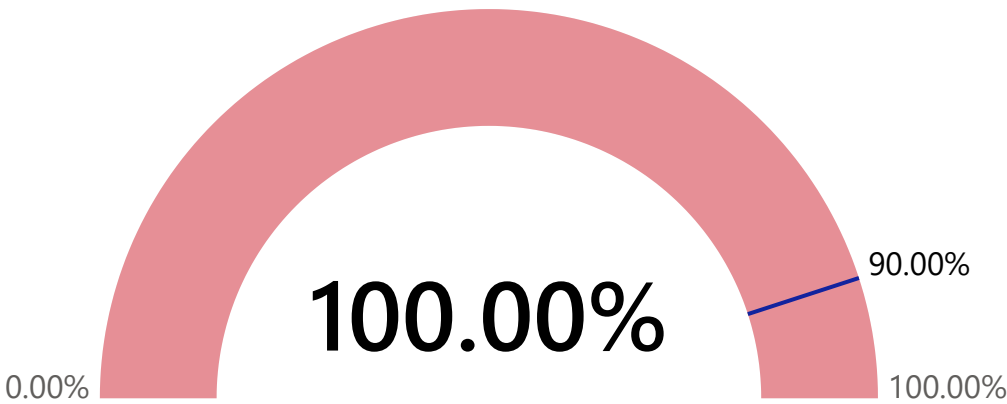
Submission Date	Customer	Product	Category	Rating	Priority	Summary
10/9/2025 11:06:38 PM	Clara Fox	Product A	Product Quality	1	High	Customer extremely disappointed with Product A failing after two weeks.
10/10/2025 5:06:38 AM	Tess Wade	Service X	Technical Support	2	High	Customer experiencing bugs and slowness with Service X.
10/11/2025 6:06:38 PM	Fred Ives	Service Y	Technical Support	1	High	Customer experiencing technical issues with Service Y and poor support.
10/12/2025 4:06:38 AM	Vince Zane	Service Y	Customer Service	1	High	Customer extremely frustrated with Service Y complete failure and no support.
10/12/2025 11:06:38 PM	Dan Gold	Service X	Customer Service	1	High	Customer frustrated with Service X complete lack of support response.
10/13/2025 2:06:38 AM	Eve Hart	Product B	Product Quality	1	High	Customer unhappy with Product B not meeting advertised specifications.

Total31

Issues by Priority



Response Rate to High Priority



Category Performance Matrix

Sentiment Label Category	Negative		Neutral		Positive	
	Total Feedback	Average Rating	Total Feedback	Average Rating	Total Feedback	Average Rating
Customer Service	4	1.50	6	3.00	22	4.82
Delivery/Shipping	1	2.00	1	3.00	1	4.00
Documentation			1	3.00		
Features	1	2.00	4	3.00	3	5.00
Other			14	4.50		
Pricing	1	2.00	5	3.00	3	4.67
Total	26	1.50	42	3.50	56	4.79

Outstanding High Alerts

23

Avg Response Time (hrs)

3.91

Submission Date

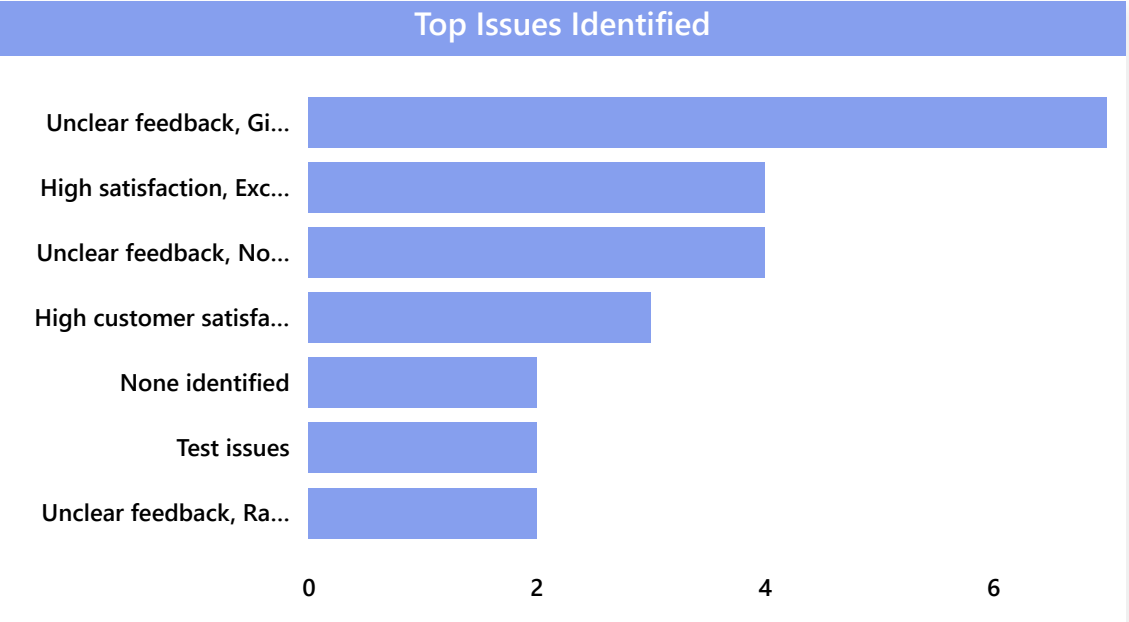
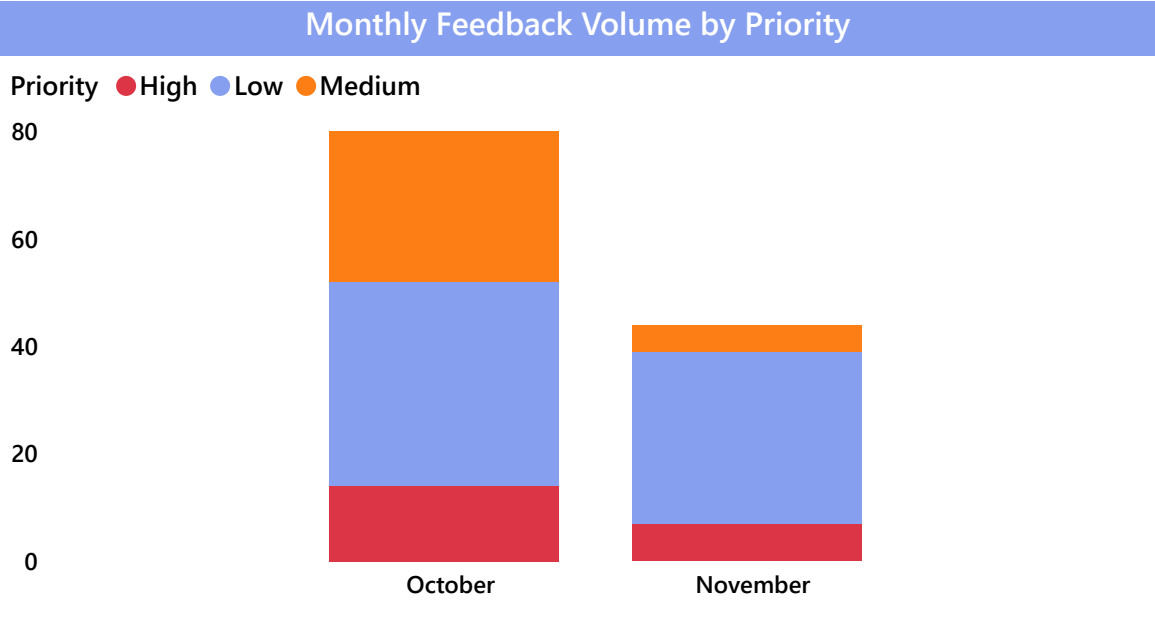
10/8/202511/5/2025

Product Service

All

Category

All



Product Performance Scorecard

Product Service	Total Feedback	Avg Rating	Positive %	Negative %
Product A	49	4.08	44.9%	12.2%
Product B	27	2.96	37.0%	37.0%
Service X	23	3.65	52.2%	21.7%
Service Y	25	3.60	48.0%	20.0%
Total	124	3.66	45.2%	21.0%

