

# Weekly Product Health Pulse

Week: historical-12w | Status: STABLE

## Key Performance Indicators

HEALTH SCORE **74/100**

Avg Rating **3.7 / 5.0**

Total Reviews **133**

## Top 3 User Themes

[NEGATIVE] Customer Support Issues: Users are facing issues with customer support, including unresponsive support and difficulty in getting help.

[NEGATIVE] Technical Issues: Users are experiencing technical issues with the app, including errors and difficulties with certain features.

[NEGATIVE] Withdrawal Issues: Users are facing issues with withdrawing their money, including difficulties with the withdrawal process and high charges.

## Top 3 User Quotes

*"There are no process to contact customer Care Executive."*

*"Funds deducted but MF not credited"*

*"Withdrawal process is also very difficult."*

## Top 3 Priority Actions

### [P1] Improve Customer Support

Implement a responsive customer support system to address user concerns and issues in a timely manner.

### [P1] Resolve Technical Issues

Identify and fix technical issues such as errors, difficulties with certain features, and problems with the app's functionality to ensure a smooth user experience.

### [P1] Address Withdrawal Issues

Simplify and streamline the withdrawal process to reduce difficulties and high charges, ensuring that users

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can easily withdraw their money when needed.