

Insights: CBE

□ Insights for CBE

□ Top Drivers (Positive Themes):

- ["miscellaneous"] (1316)
- ["feature requests"] (20)
- ["reliability"] (2)

□ Top Pain Points (Negative Themes):

- ["miscellaneous"] (444)
- ["feature requests"] (52)
- ["reliability"] (18)

Insights: BOA

□ Insights for BOA

□ Top Drivers (Positive Themes):

- ["miscellaneous"] (886)
- ["feature requests"] (24)
- ["transaction performance"] (4)

□ Top Pain Points (Negative Themes):

- ["miscellaneous"] (840)
- ["feature requests"] (64)
- ["reliability"] (42)

Insights: Dashen

□ Insights for Dashen

□ Top Drivers (Positive Themes):

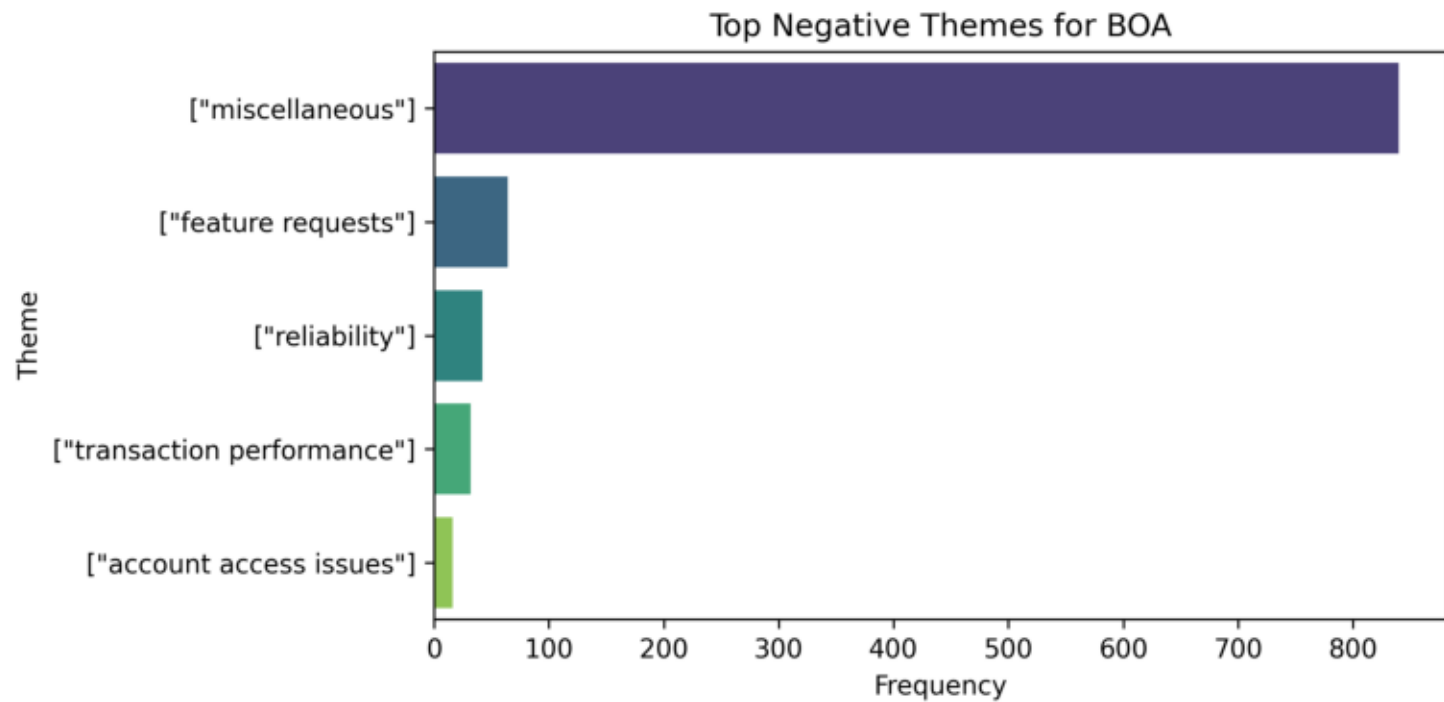
- ["miscellaneous"] (624)
- ["feature requests"] (28)
- ["user experience"] (14)

□ Top Pain Points (Negative Themes):

- ["miscellaneous"] (186)
- ["transaction performance"] (12)
- ["feature requests"] (6)

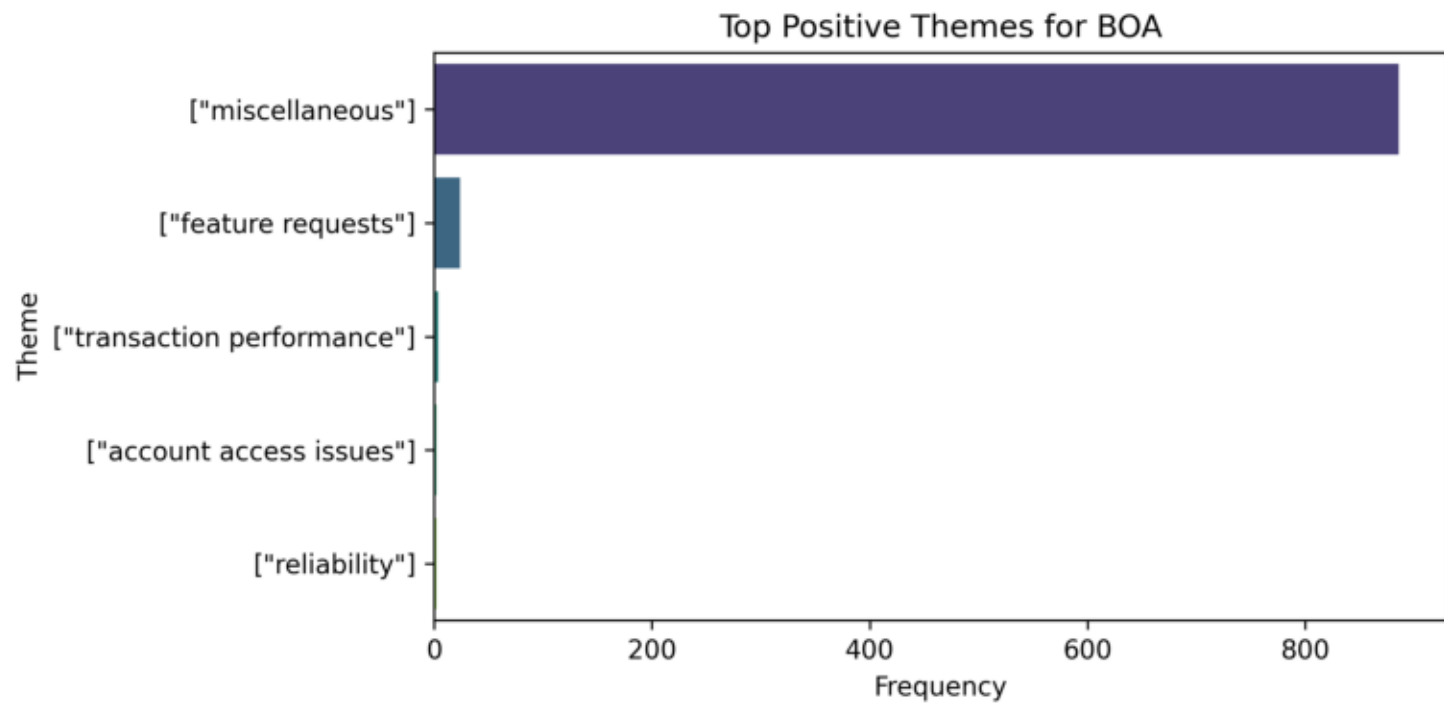
□ **Recommendations**

- Do some stuff



BOA - Negative Theme Word Cloud





BOA - Positive Theme Word Cloud

["miscellaneous"]

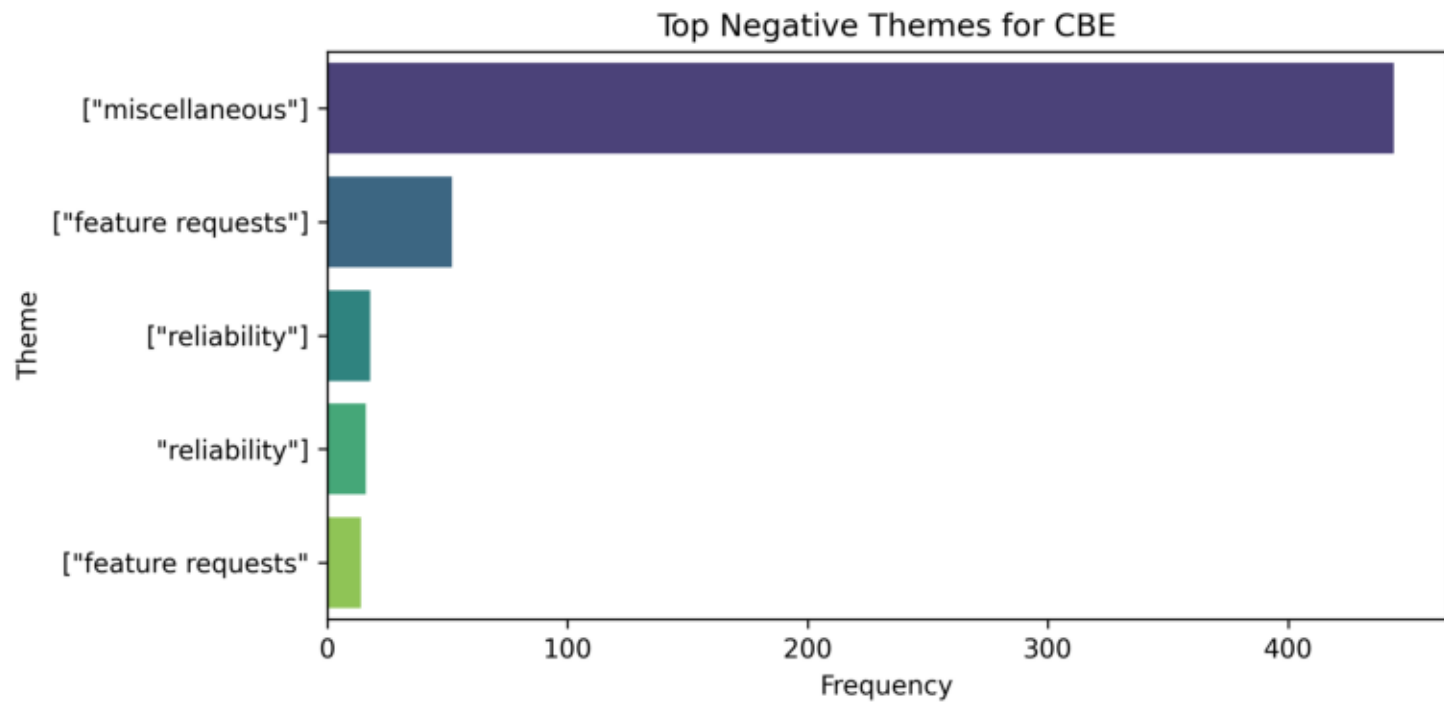
["transaction performance"]

["feature requests"]

["user experience"]

["account access issues"]

["reliability"]



CBE - Negative Theme Word Cloud

[\"account access issues\"]

[\"miscellaneous\"]

[\"feature requests\"]

[\"account access issues\"]

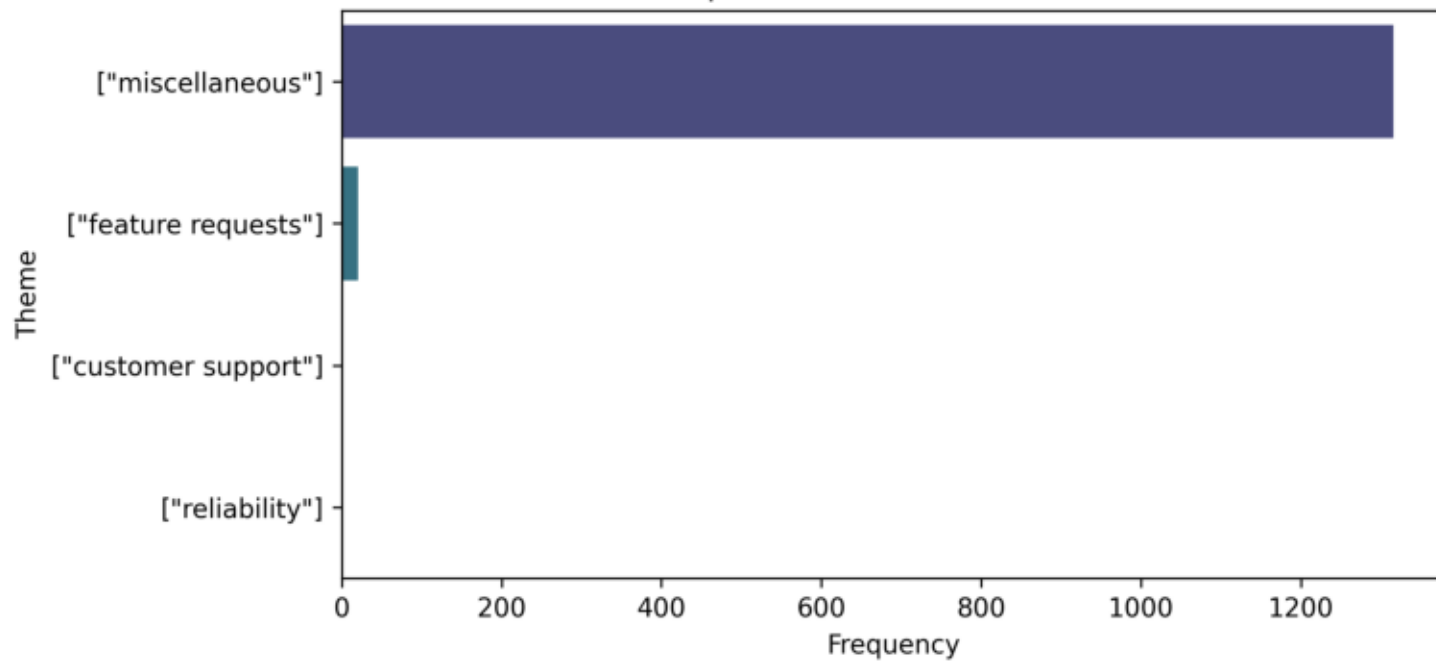
[\"customer support\"]

[\"reliability\"]

[\"transaction performance\"]

[\"reliability\"]

Top Positive Themes for CBE



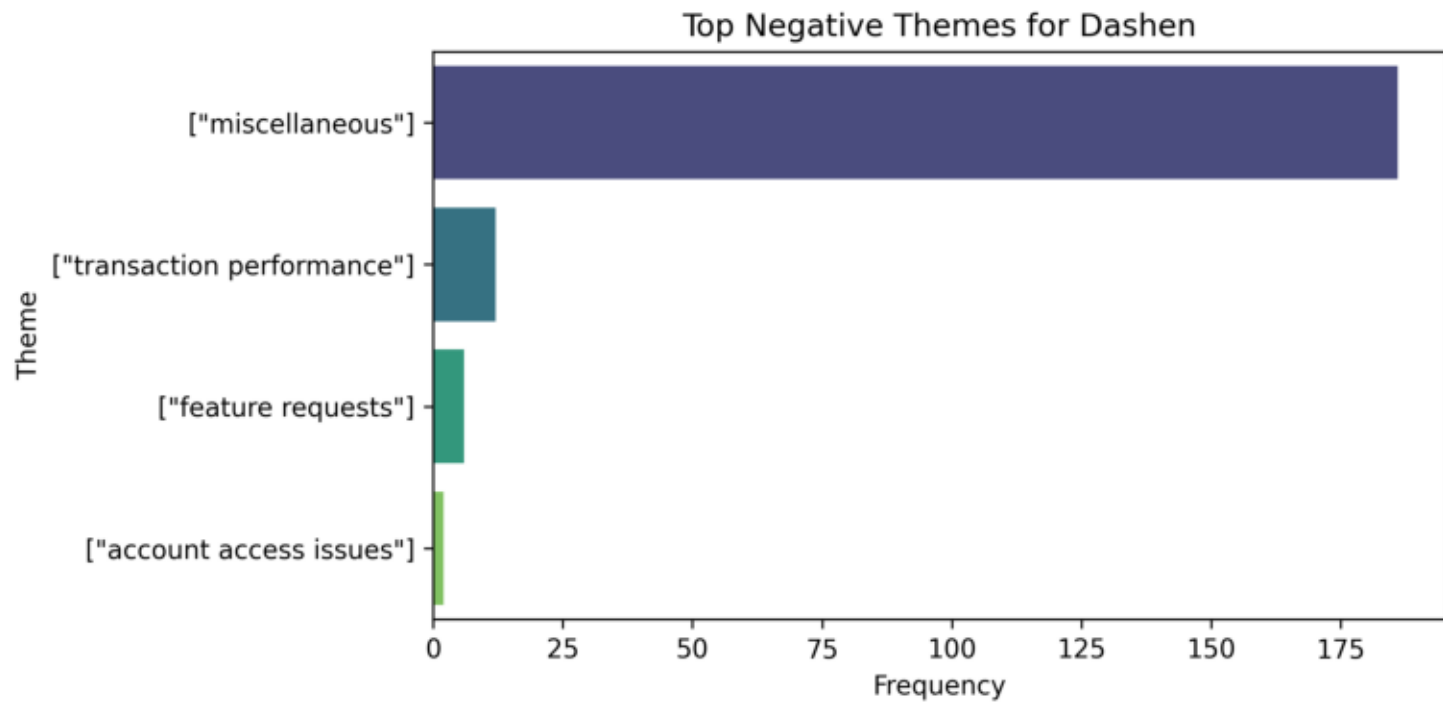
CBE - Positive Theme Word Cloud

["miscellaneous"]

["feature requests"]

["customer support"]

["reliability"]



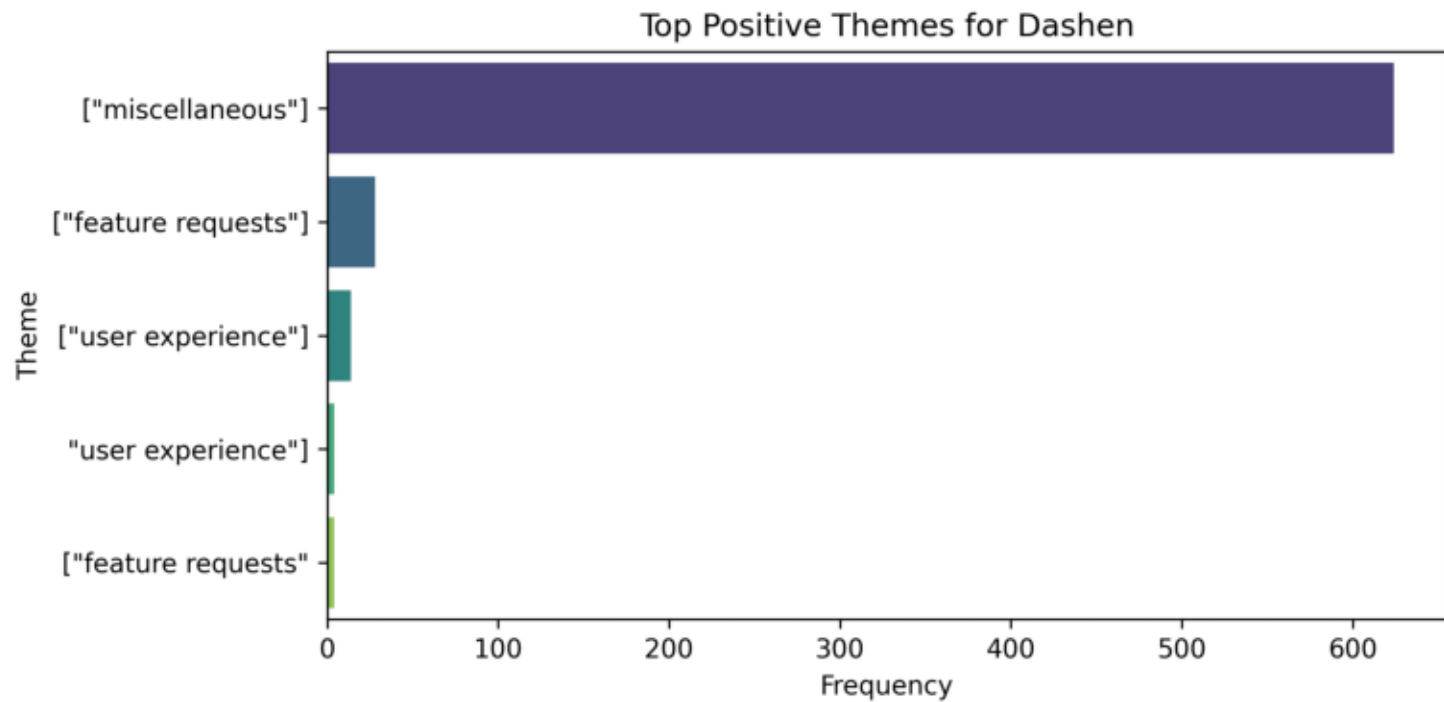
Dashen - Negative Theme Word Cloud

["transaction performance"]

["miscellaneous"]

["feature requests"]

["account access issues"]



Dashen - Positive Theme Word Cloud

["user experience"]

["customer support"]

["feature requests"]

["feature requests"]

"user experience"]

["miscellaneous"]