

Insights: CBE

□ Insights for CBE

□ Top Drivers (Positive Themes):

- ["miscellaneous"] (658)
- ["feature requests"] (10)
- ["reliability"] (1)

□ Top Pain Points (Negative Themes):

- ["miscellaneous"] (222)
- ["feature requests"] (26)
- ["reliability"] (9)

Insights: BOA

□ Insights for BOA

□ Top Drivers (Positive Themes):

- ["miscellaneous"] (443)
- ["feature requests"] (12)
- ["transaction performance"] (2)

□ Top Pain Points (Negative Themes):

- ["miscellaneous"] (420)
- ["feature requests"] (32)
- ["reliability"] (21)

Insights: Dashen

□ Insights for Dashen

□ Top Drivers (Positive Themes):

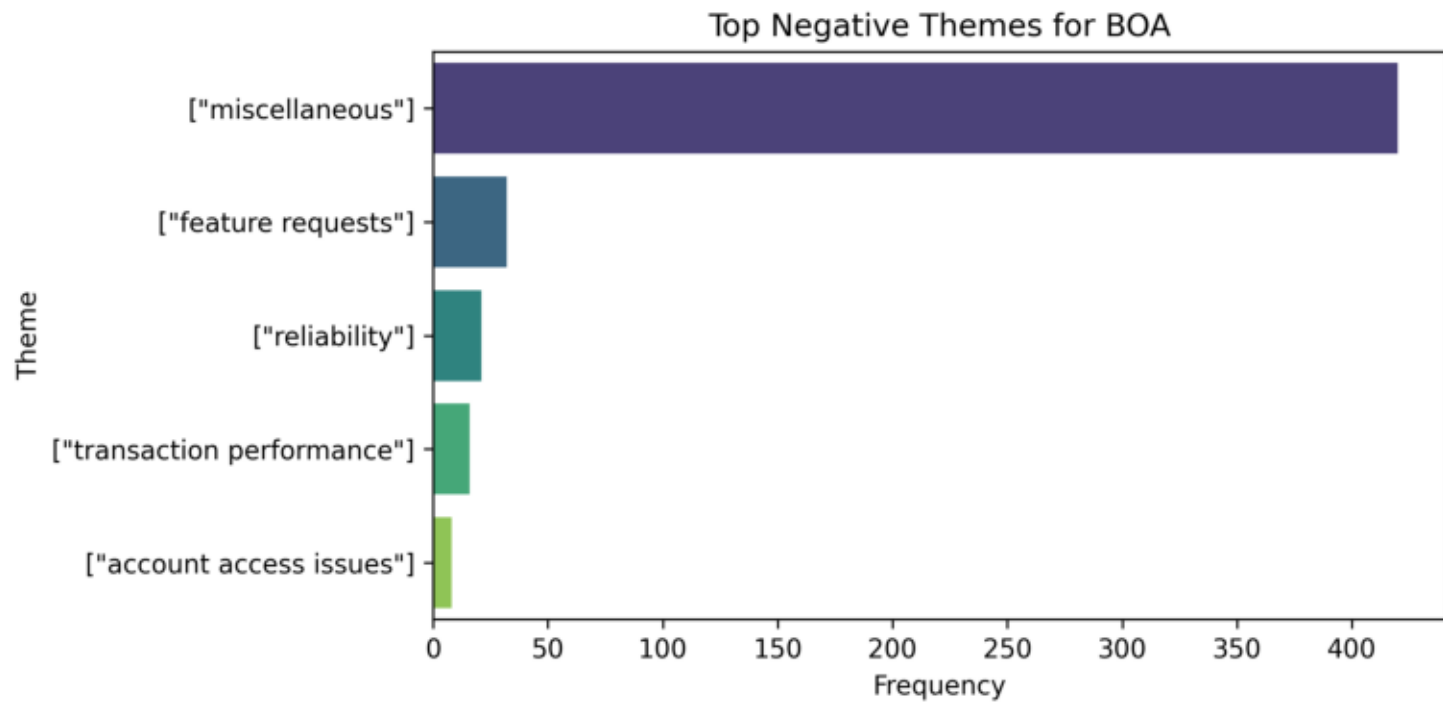
- ["miscellaneous"] (312)
- ["feature requests"] (14)
- ["user experience"] (7)

□ Top Pain Points (Negative Themes):

- ["miscellaneous"] (93)
- ["transaction performance"] (6)
- ["feature requests"] (3)

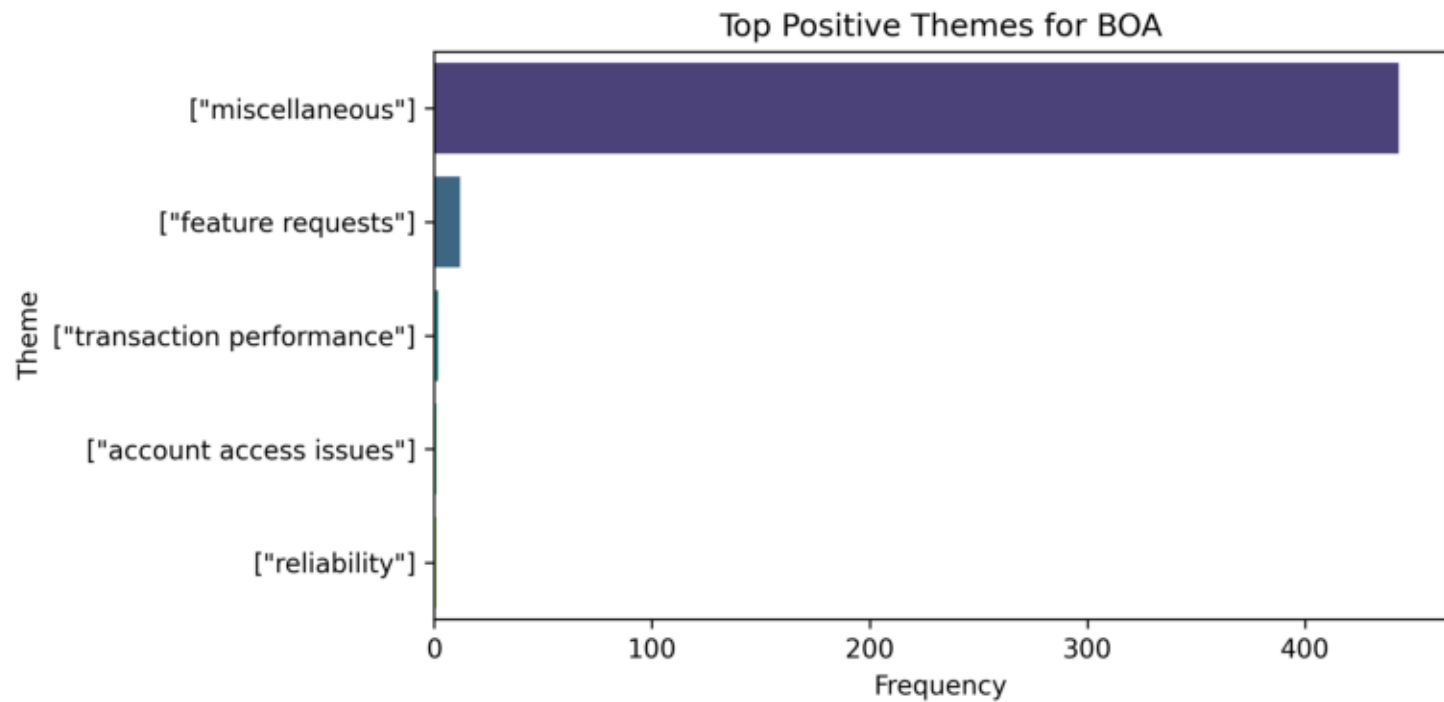
□ Recommendations

- {'CBE': {'top_drivers': {'["miscellaneous"]': 658, ["feature requests"]': 10, ["reliability"]': 1}, 'top_pain_points': {'["miscellaneous"]': 222, ["feature requests"]': 26, ["reliability"]': 9}}, 'BOA': {'top_drivers': {'["miscellaneous"]': 443, ["feature requests"]': 12, ["transaction performance"]': 2}, 'top_pain_points': {'["miscellaneous"]': 420, ["feature requests"]': 32, ["reliability"]': 21}}, 'Dashen': {'top_drivers': {'["miscellaneous"]': 312, ["feature requests"]': 14, ["user experience"]': 7}, 'top_pain_points': {'["miscellaneous"]': 93, ["transaction performance"]': 6, ["feature requests"]': 3}}}



BOA - Negative Theme Word Cloud





BOA - Positive Theme Word Cloud

["transaction performance"]

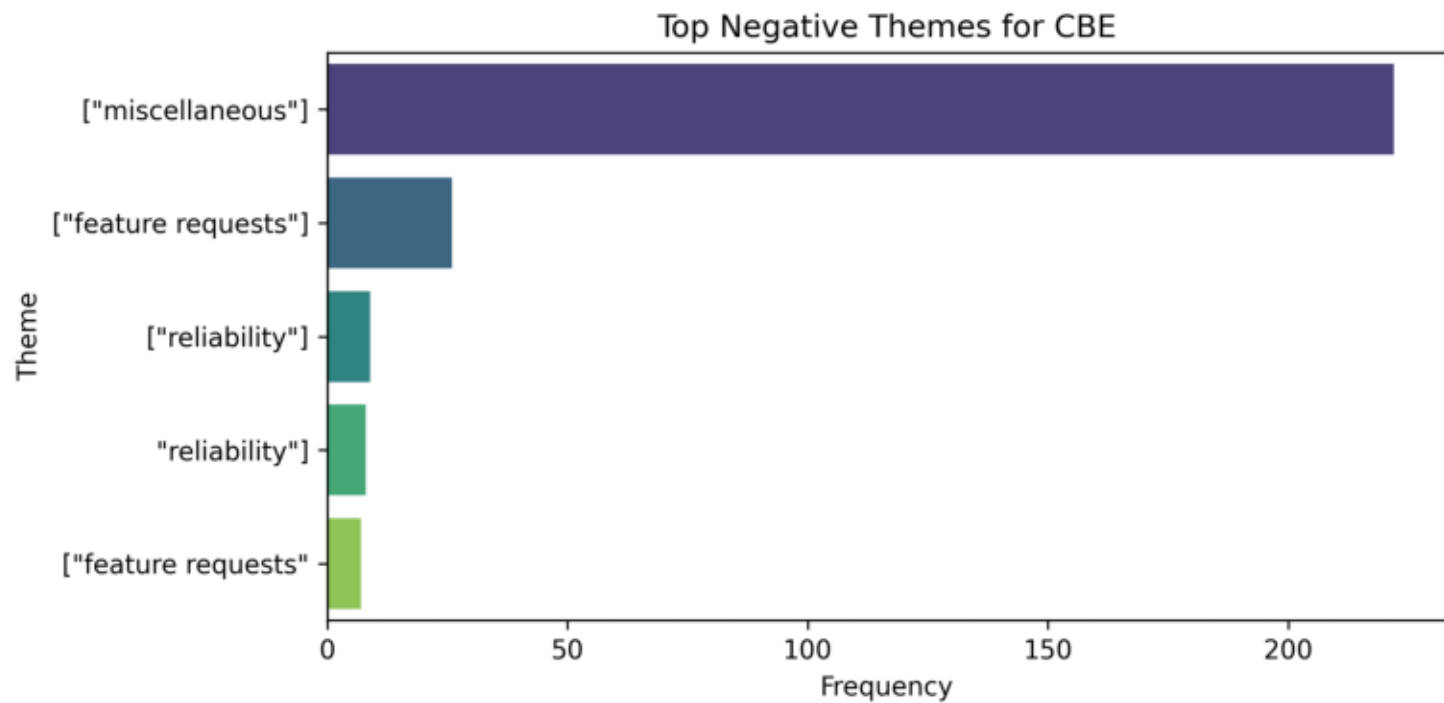
["feature requests"]

["user experience"]

["miscellaneous"]

["account access issues"]

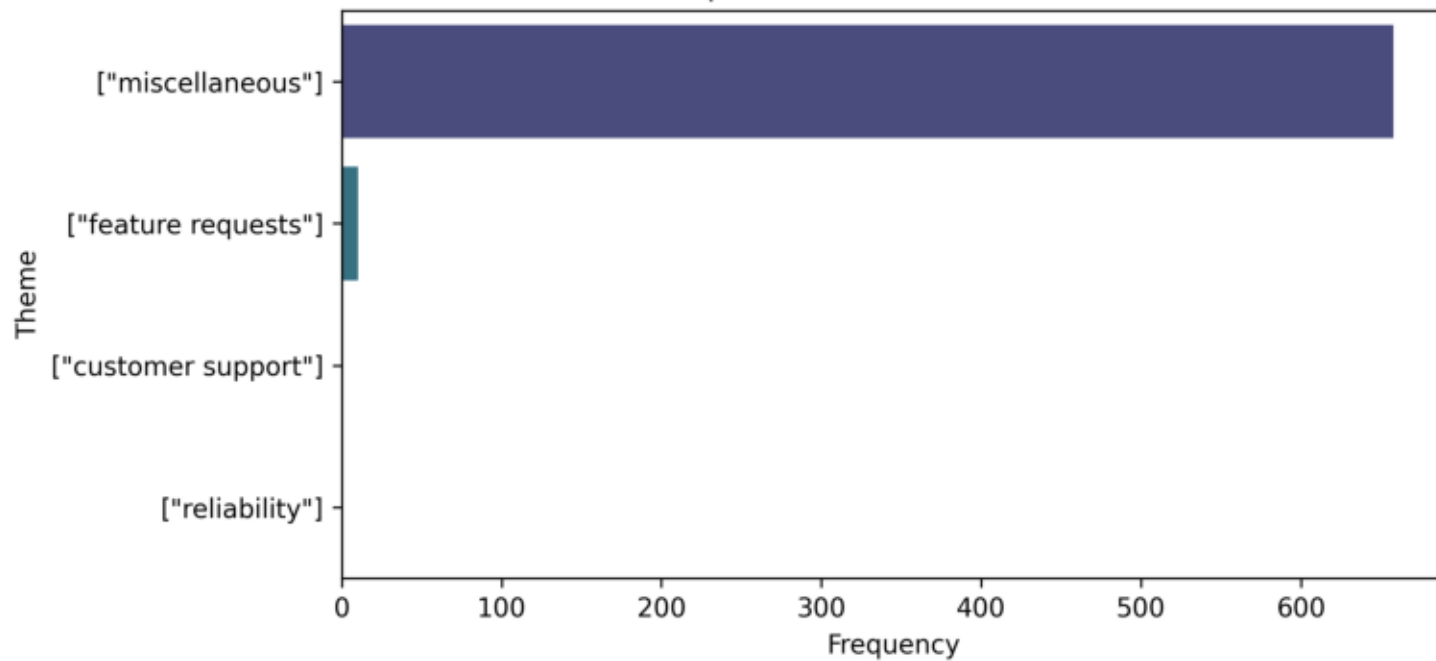
["reliability"]



CBE - Negative Theme Word Cloud



Top Positive Themes for CBE



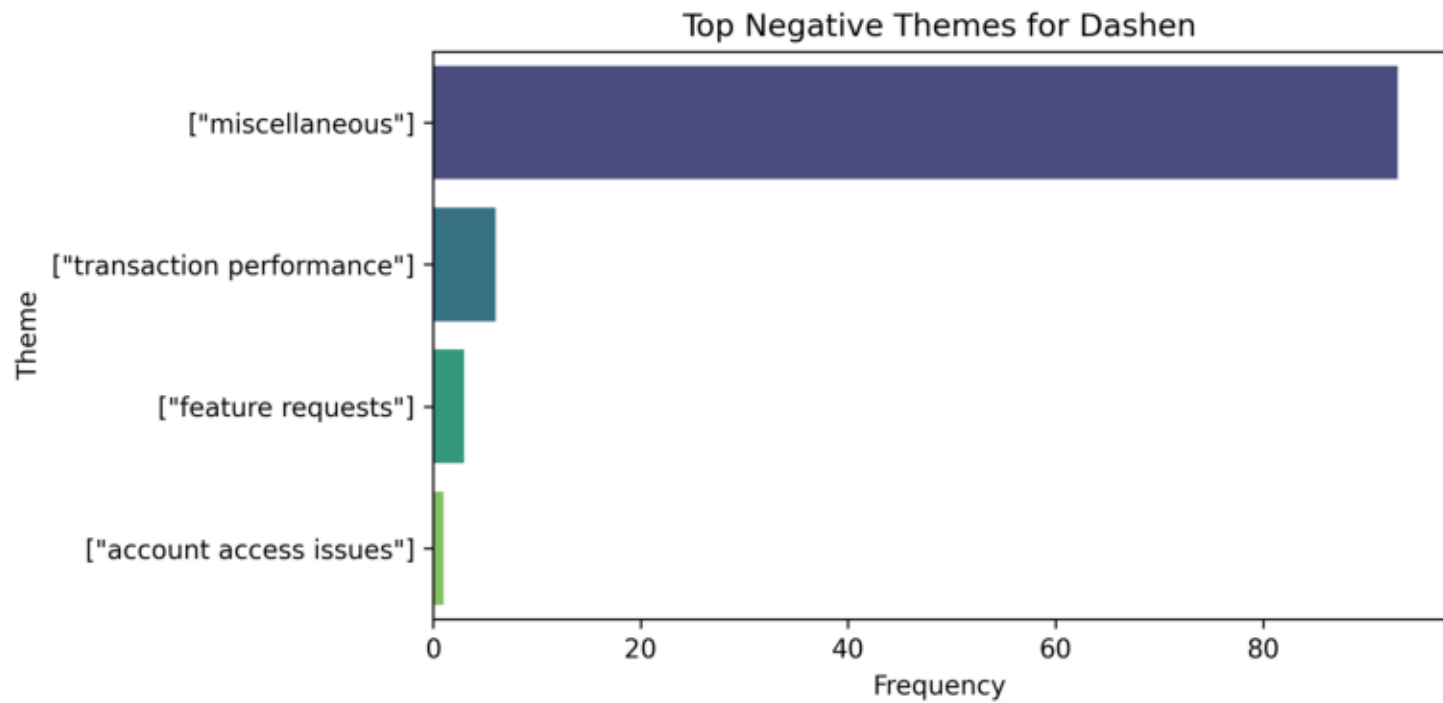
CBE - Positive Theme Word Cloud

["feature requests"]

["reliability"]

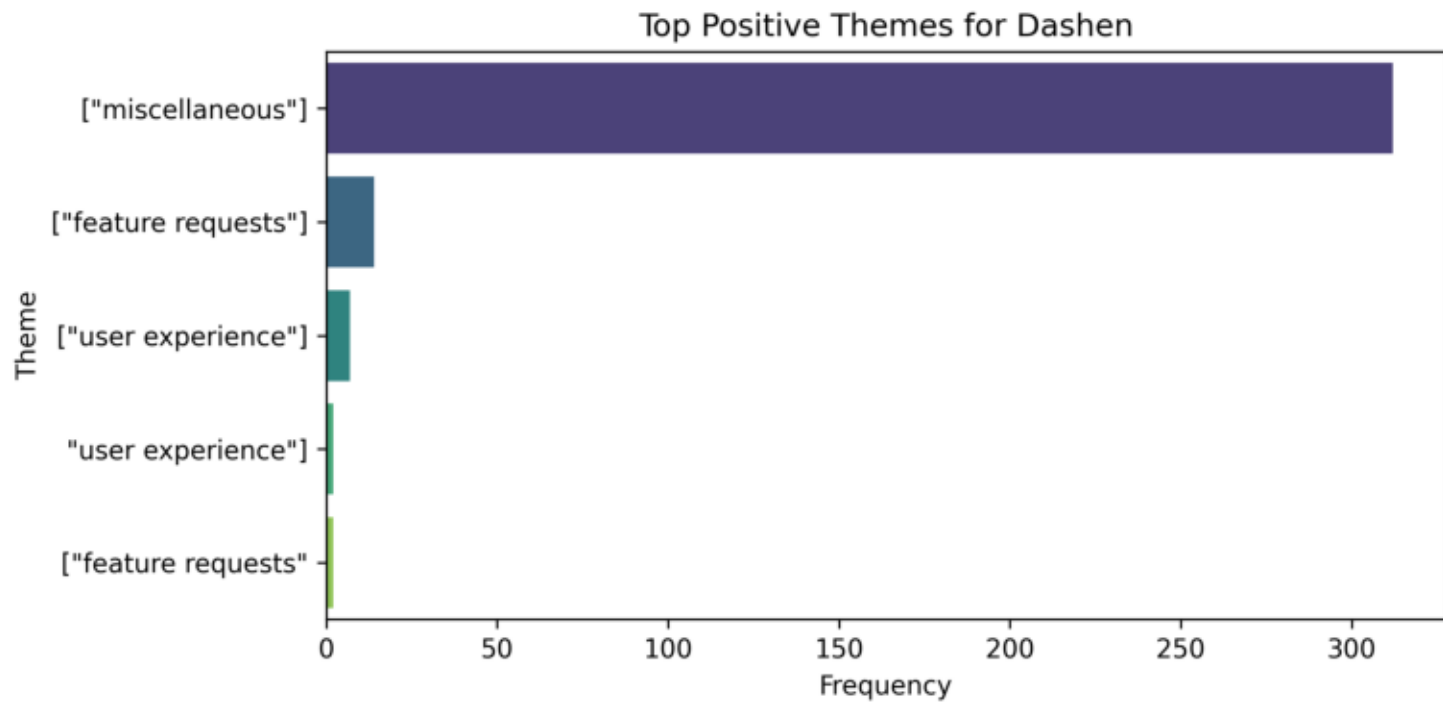
["miscellaneous"]

["customer support"]



Dashen - Negative Theme Word Cloud

["transaction performance"]
["account access issues"]
["miscellaneous"]
["feature requests"]



Dashen - Positive Theme Word Cloud

["user experience"]

"user experience"]

["miscellaneous"]

["feature requests"]

["feature requests"]

["customer support"]