



CSAT

39 mil

DCSAT

18 mil

SURVEY

57 mil

CSAT%

68,02 %↑

DCAST%

31,98 %↑

Q	week	Date	CR	CSAT	DCSAT	SURVEY	CSAT%	DCAST%
Q3	W29	20/07/2024	lost items	27	1	28	96,43 % ↑	3,57 % ↑
Q3	W29	20/07/2024	update category	60	4	64	93,75 % ↑	6,25 % ↑
Q3	W29	20/07/2024	Update and register vehicle information	19	2	21	90,48 % ↑	9,52 % ↑
Q3	W29	20/07/2024	vehicle requirements information	9	1	10	90 % ↑	10 % ↑
Q3	W29	20/07/2024	number of passengers issues	7	1	8	87,5 % ↑	12,5 % ↑
Q3	W29	20/07/2024	account deletion information	13	2	15	86,67 % ↑	13,33 % ↑
Q3	W29	20/07/2024	refund the passenger	13	2	15	86,67 % ↑	13,33 % ↑
Q3	W29	20/07/2024	driver didn't show up	6	1	7	85,71 % ↑	14,29 % ↑
Q3	W29	20/07/2024	getting online	6	1	7	85,71 % ↑	14,29 % ↑
Q3	W29	20/07/2024	toll tag usage and billing guide	67	13	80	83,75 % ↑	16,25 % ↑
Q3	W29	20/07/2024	ride started and finished in the same place	10	2	12	83,33 % ↑	16,67 % ↑
Q3	W29	20/07/2024	trip didn't finish when passenger left	15	3	18	83,33 % ↑	16,67 % ↑
Q3	W29	20/07/2024	trip paid by cash and it's pending in app (pax didn't pay appeal)	135	27	162	83,33 % ↑	16,67 % ↑
Q3	W29	20/07/2024	unbind from fleet	15	3	18	83,33 % ↑	16,67 % ↑
Q3	W29	20/07/2024	debts repay information	19	4	23	82,61 % ↑	17,39 % ↑
Q3	W29	20/07/2024	toll fee	242	53	295	82,03 % ↑	17,97 % ↑
Q3	W29	20/07/2024	impounds information	13	3	16	81,25 % ↑	18,75 % ↑
Q3	W29	20/07/2024	passenger bad behavior	15	4	19	80,00 % ↑	20,00 % ↑

