

CSAT

39 mil



DCSAT

18 mil



SURVEY

57 mil



CSAT%

68,02 %↑



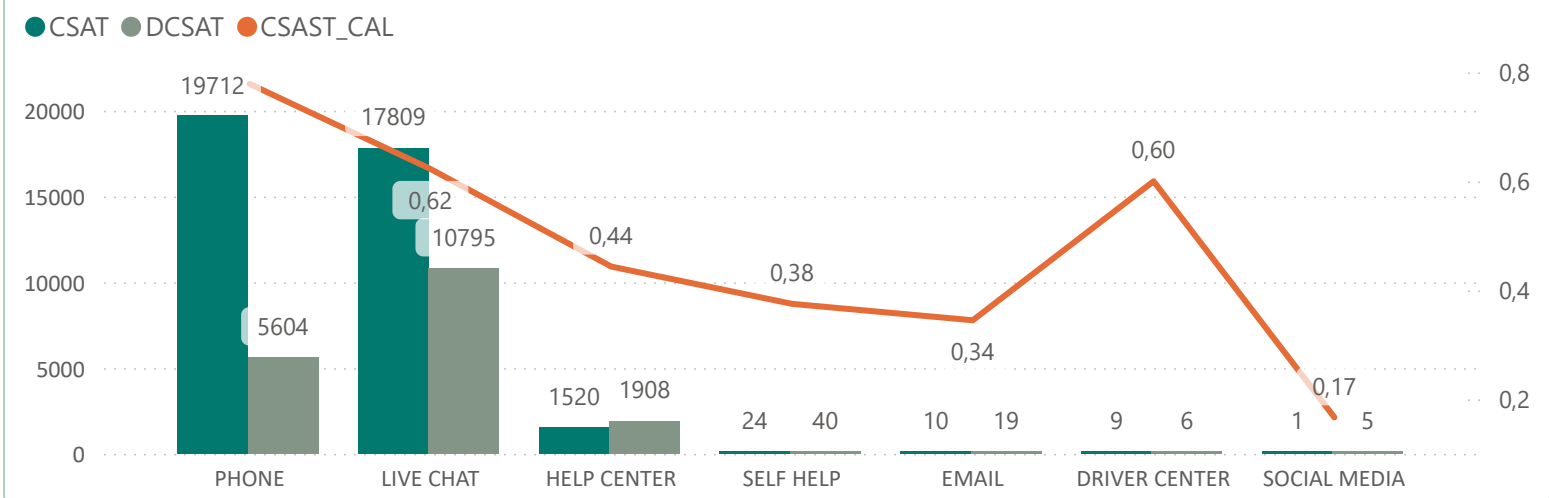
DCAST%

31,98 %↑

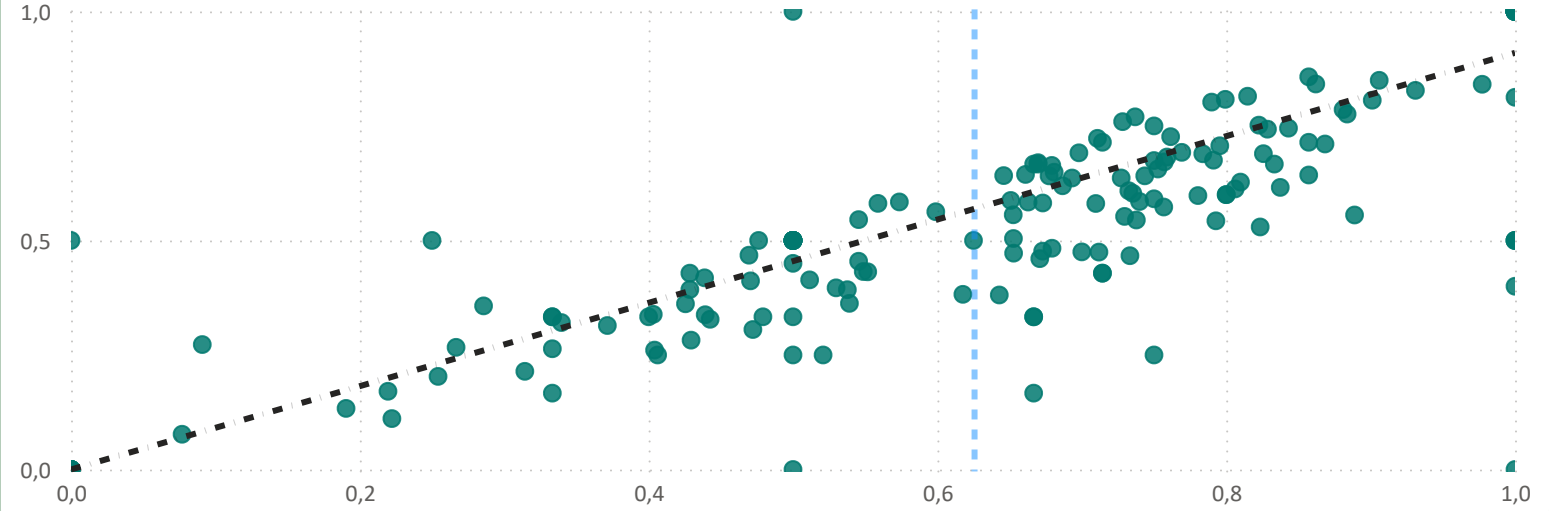


Q	week	Date	channel_name	CR	CSAT	DCSAT	SURVEY	CSAT%	DCAST%
Q1	W1	01/01/2024	PHONE	partnerships information	38	1	39	97,44 % ↑	2,56 % ↑
Q1	W1	01/01/2024	PHONE	update category	632	32	664	95,18 % ↑	4,82 % ↑
Q1	W1	01/01/2024	PHONE	vehicle inspection information	19	1	20	95 % ↑	5 % ↑
Q1	W1	01/01/2024	PHONE	account deletion information	130	8	138	94,2 % ↑	5,8 % ↑
Q1	W1	01/01/2024	PHONE	vehicle requirements information	168	11	179	93,85 % ↑	6,15 % ↑
Q1	W1	01/01/2024	PHONE	lost items	353	24	377	93,63 % ↑	6,37 % ↑
Q1	W1	01/01/2024	PHONE	refund the passenger	229	19	248	92,34 % ↑	7,66 % ↑
Q1	W1	01/01/2024	PHONE	passenger requested trip for others	24	2	26	92,31 % ↑	7,69 % ↑
Q1	W1	01/01/2024	PHONE	face recognition information	31	3	34	91,18 % ↑	8,82 % ↑
Q1	W1	01/01/2024	PHONE	update email	20	2	22	90,91 % ↑	9,09 % ↑
Q1	W1	01/01/2024	PHONE	update phone number	462	48	510	90,59 % ↑	9,41 % ↑
Q1	W1	01/01/2024	PHONE	becoming driver information	18	2	20	90 % ↑	10 % ↑
Q1	W1	01/01/2024	PHONE	rider asked for driver to cancel	26	3	29	89,66 % ↑	10,34 % ↑
Q1	W1	01/01/2024	PHONE	toll tag usage and billing guide	1384	168	1552	89,18 % ↑	10,82 % ↑
Q1	W1	01/01/2024	PHONE	contacting passenger	8	1	9	88,89 % ↑	11,11 % ↑
Q1	W1	01/01/2024	PHONE	life insurance information	8	1	9	88,89 % ↑	11,11 % ↑
Q1	W1	01/01/2024	PHONE	operating cities	8	1	9	88,89 % ↑	11,11 % ↑
Q1	W1	01/01/2024	PHONE	Didi help	438	46	444	88,89 % ↑	11,11 % ↑

CSAT, DCSAT and CSAST% By channel name



CSAT By SOLVED



CSAST_CAL y DCSAST_CAL por week y local_answer_datetime

