## Average Ratings per Channel



## Sentiment Distribution per Channel

Feedback Trend Over Time



Sentiment Distribution by Feedback Channel

Average Ratings by Feedback Channel



Feedback Trends Over Time
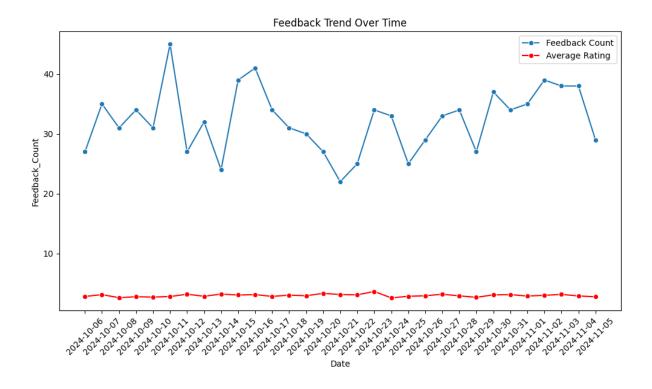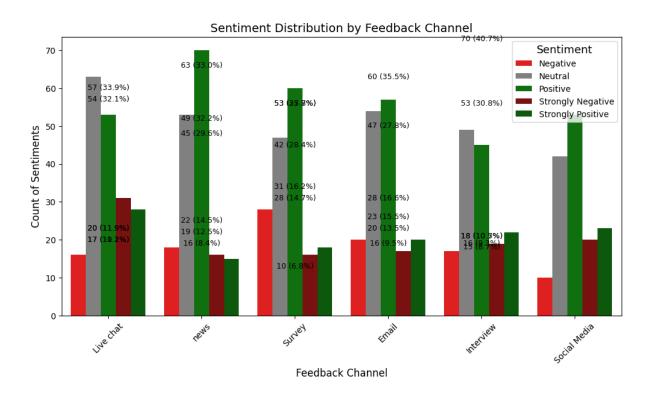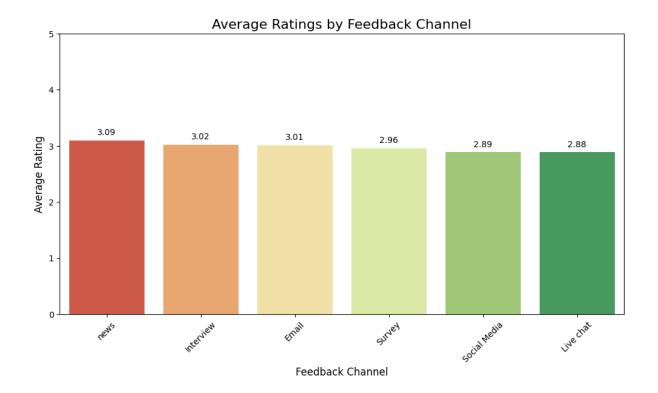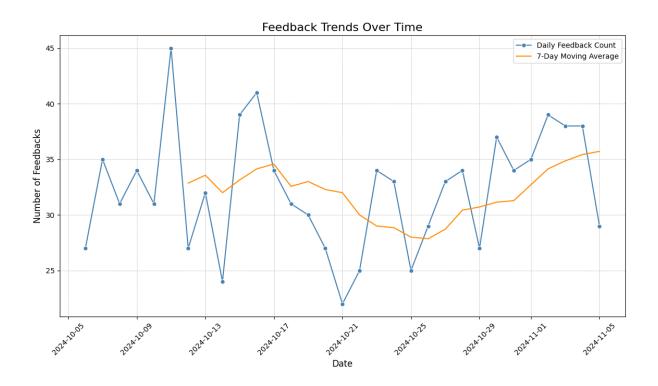
Average Ratings by Feedback Channel (Percentage Contribution)

| Channels |
|---|
| news |
| Interview |
| Email |
| Survey |
| Social Media |
| Live chat |

Live chat: 2.88
(16.2%)

Social Media: 2.89
(16.2%)

news: 3.09
(17.3%)

Survey: 2.96
(16.6%)

Interview: 3.02
(16.9%)

Email: 3.01
(16.8%)

Average Ratings by Feedback Channel