Filters

Net Promoter Score

Overview:

Net promoter score (NPS), is a type of customer satisfaction metric that uses surveys to quantify and determine consumer satisfaction and loyalty. It is also known by many as the "likelihood to recommend" question. As it usually has one question, "On a scale of 0-10, how likely are you to recommend us?"

Calculation:

Promoters are responses of 9 or 10
Neutrals are responses of 7 or 8
Detractors are responses of 0 to 6

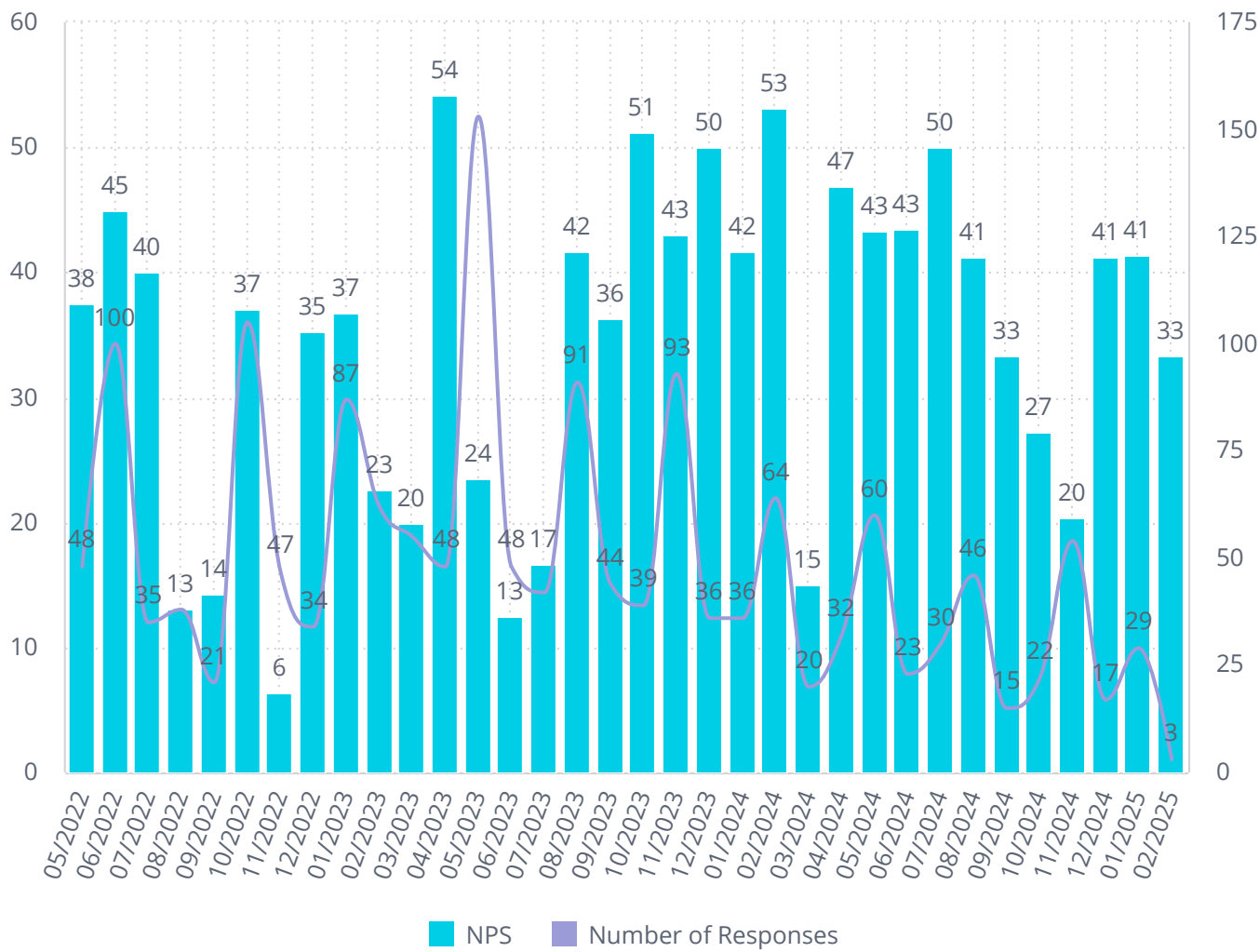**Net Promoter Score = % of Promoters - % of Detractors**

Survey Candidates:

- First seen more than 30 days ago (to suggest platform use & familiarity)
- Last seen less than 60 days ago (to ensure recent use)
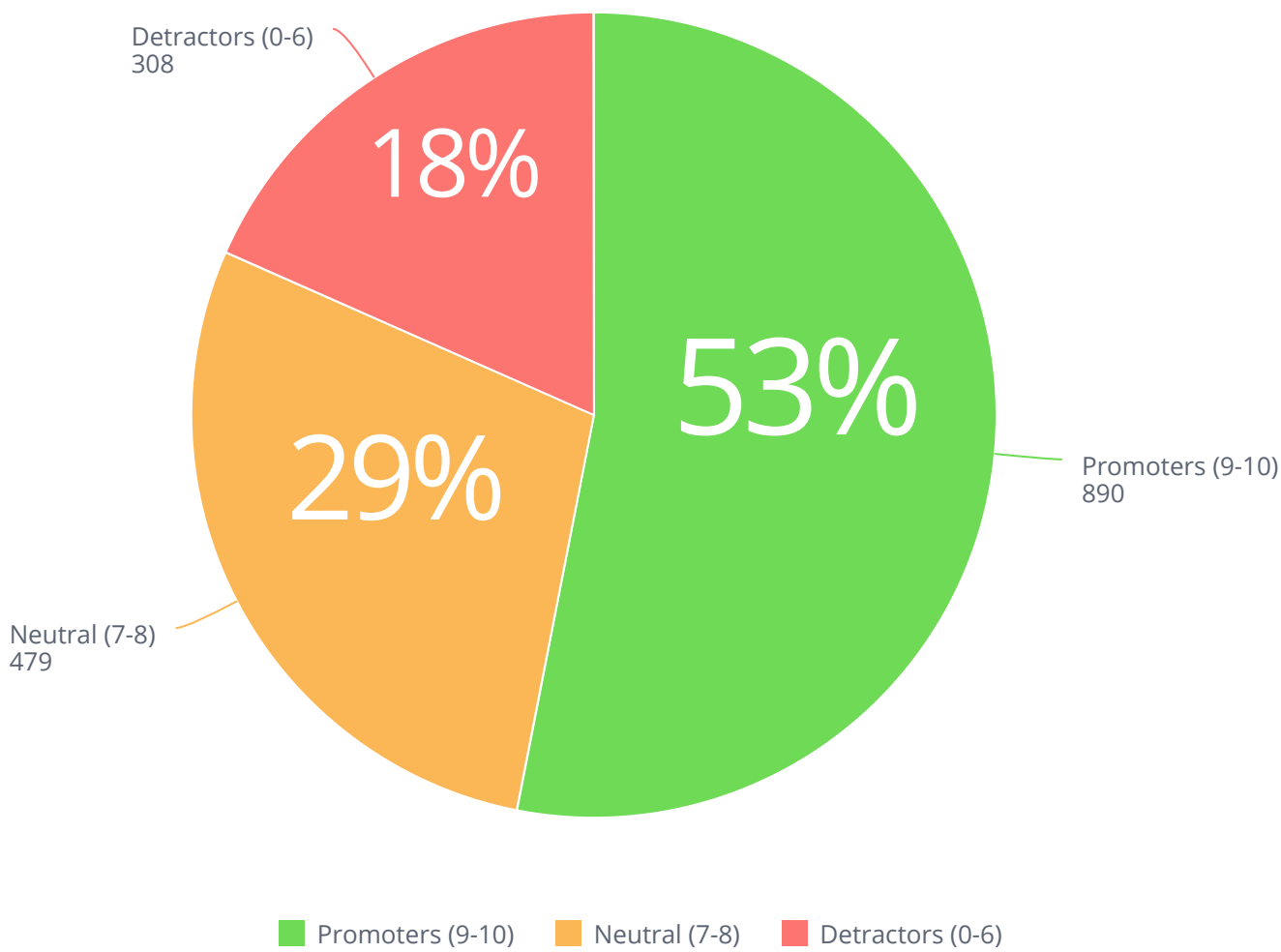- Has not already responded to the survey

NPS
35

Number of Responses
1,677

NPS

10 Feb 2025 10:30:01 Health_Fleet

Filters

NPS   Number of Responses

Filters

Detractors (0-6)
308

18%

29%

53%

Neutral (7-8)
479

Promoters (9-10)
890

■ Promoters (9-10)   ■ Neutral (7-8)   ■ Detractors (0-6)

# of Positive changes to NP...	# of Unchanged NPS scores	# of Negative changes to N...	# of 1st NPS score
157	337	179	1,004

Filters

Days in complete…	n…	email	recommendation_score	text	company
02/03/2025	Cyril Le…	cyril.lejeune@essity.com	7	good apps	Essity
02/03/2025	De… Fr…	derek.frazier@roquette.com	8	I don't like that all the analysis is not close to our time zone. We get machine notifications and health updates overnight, not in real time.	Roquette
02/02/2025	Joe Ra…	jose.ramirez2@reyesccb.com	10	great tool	Reyes H…
01/31/2025	Je… La…	jerome.larson@lpcorp.com	5	Not enough communi… as of late.	Louisiana
01/29/2025	Rikki Be…	rikki.beard@pepsico.com	10	Excellent	Frito Lay
01/28/2025	Josh Da…	jhda@novozymes.com	9	Good data and customer support	Novozym
01/27/2025	Va… Be…	valentin.benitez@essity.com	7	not comment	Essity
01/23/2025	Ja… G…	jason.gooch@pepsico.com	9	great info and support	Frito Lay
01/22/2025	Br… Low	blow@bluebuff.com	10	support	General
01/22/2025	Ni… Ad…	niklas.adolfsson@essity.com	10	r	Essity
01/21/2025	Sh… G…	shimon.garsulker@icl-group.com	8	good	Israel Ch
01/21/2025	John La…	john_landa@hillspet.com	8	I can recommend Augury to others. It has already helped us a few times to prevent problems with our	Colgate Palmolive