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| **To: coreteam@officegreen.com** |
| **Subject: Brainstorming session based on the customer feedback to achieve the target goal.** |
| **Opening: Greetings! We are excited to inform you Plant Pals has recently successfully shipped test batches and to gauge customer feedback we did a survey. As a team we want to review the feedback and plan further.** |
| **Body:**  **Based on the customer feedback we want to go through the feedback, understand the progress and improvements achieved. along with the scope of improvement and possible improvement plan around it. Following are key points surveyed and will discuss based on those input.**   * On-time deliveries rose from 80% to 90% by the end of the survey—a solid improvement, but still short of our 95% target. * Customers overwhelmingly prefer deliveries before normal business hours and early in the day.  – We need to revisit the delivery slot and realign delivery vehicle availability based on the preference. * Satisfaction with support increased once we fixed the customer service software problem, but there is still room for improvement. * Many respondents found the guides and tutorials helpful. A number of customers volunteered that a live chat option would further improve customer support. |
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| **Closing: Scheduling the call and requesting you input on those points such that we can create a solid plan to work towards the next goal.** |
| **Signature:** AB, Project Manager    **Attachments: PFA the detailed survey result** |