

# CSAT Analysis Report

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## Overall CSAT Metrics

Metric	Value
Average CSAT Score	3.21
Total Responses	292
NPS Score	-100.0
Response Rate (30 days)	N/A

## Scores by Survey Type

Survey Type	Avg Score	Count
general_feedback	3.33	49
nps	3.18	44
post_ticket	3.14	35
onboarding	3.32	41
quarterly_review	3.17	42
product_feedback	3.02	43
ticket_followup	3.26	38

## Recent Low Scores (Below 3)

Customer	Score	Type	Date

NovaStar Communications	2	product_feedback	2026-01-27
Apex Industries	1	onboarding	2026-01-23
Quantum Dynamics	2	post_ticket	2026-01-22
Apex Industries	2	nps	2026-01-18
NovaStar Communications	2	ticket_followup	2026-01-15
Quantum Dynamics	2	nps	2026-01-14
Quantum Dynamics	2	general_feedback	2026-01-11
NovaStar Communications	2	ticket_followup	2026-01-07
NovaStar Communications	1	quarterly_review	2026-01-06
NovaStar Communications	1	product_feedback	2026-01-05

This report is auto-generated by the Customer Success Management System.