

CSAT Analysis Report

Generated on: January 29, 2026 at 05:28 PM

Overall CSAT Metrics

Metric	Value
Average CSAT Score	3.20
Total Responses	332
NPS Score	-100.0
Response Rate (30 days)	N/A

Scores by Survey Type

Survey Type	Avg Score	Count
general_feedback	3.30	50
nps	3.15	47
post_ticket	3.02	42
onboarding	3.31	48
quarterly_review	3.06	47
product_feedback	3.16	55
ticket_followup	3.30	43

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	product_feedback	2026-01-22
Quantum Dynamics	2	post_ticket	2026-01-22
Apex Industries	2	nps	2026-01-18
NovaStar Communications	1	quarterly_review	2026-01-17
Apex Industries	1	post_ticket	2026-01-15
NovaStar Communications	2	ticket_followup	2026-01-15
Quantum Dynamics	2	nps	2026-01-14
Quantum Dynamics	2	general_feedback	2026-01-11

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