

CSAT Analysis Report

Generated on: January 29, 2026 at 05:00 PM

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.